

BLM Public Room Customer Satisfaction Survey

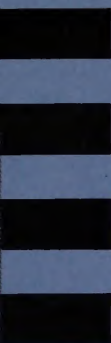


Wendy Spencer

Service Center

December 1991

••• Management and Leadership Program •••



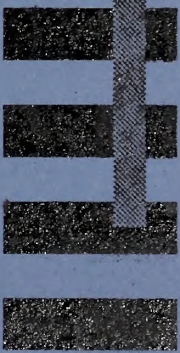
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Introduction

This project was initiated as a requirement for completion of the Management and Leadership Training Course. The purpose of such a project is to allow participants an opportunity to explore an area of interest for which time and work commitments do not generally allow, and to document their findings or draft products. The project may be a fully developed workable proposal; a completed product, particularly when dependent upon higher organizational approvals, is not necessary to fulfill the requirements of the Management and Leadership Project. Project sponsorship, usually by a management level employee or supervisor, is considered sufficient to initiate the project. Monte Jordan, Associate State Director agreed to sponsor this project because of the close ties of the Prototype and Records Transition efforts to the New Mexico State Office.

Purpose of Project

This project incorporates a number of objectives. The foremost objective was to obtain quantitative information about services received by BLM public room customers. Such information, including criticism and suggestions, can then be fed back into overall BLM public room procedures, and improvements or adjustments made. Total quality management, in which customer satisfaction is a key component, was also incorporated as an objective in this project.

In order to obtain baseline information on customer satisfaction, a survey instrument was developed. The main objective for developing this survey was to obtain a reliable sample of public feedback. Because the survey would be primarily used by field offices, the instrument also was required to be easily administered by field offices, and to include some method for field offices to tally results simply.

The Paperwork Reduction Act requires approval by the Office of Management and Budget when any government agency asks the same questions of more than nine members of the public. Therefore this project logically culminates at the completion and submission of an Information Collection Budget request through BLM Headquarters to OMB. Completion of the paperwork required by OMB meets the final objective of this project.

Methodology

Utilizing information provided by the New Mexico State Office, I reviewed functional statements, position descriptions, and work flow analyses of the public room. From these information sources, I developed a generic public room policy statement, which was further detailed by proposed objectives, such as "Responds to inquiries from the public, BLM employees, and government entities regarding public land records, regulations, and procedures for filing land use applications, mining claims, etc." I then broke down the goals into objectives which could be quantified, such as "90% of all written inquiries are answered within 24 hours." All products were reviewed by the New Mexico State Office to ensure that the policy statement and objectives were accurate, and to verify that the goals were achievable. Some of the goals were modified to meet the expectations of New Mexico management and employees.

I then developed a questionnaire to help determine if these goals were met. The questionnaire is designed to be administered yearly during a specified week to all members of the public who contact the public room, whether in person, by telephone, or by letter. The questionnaire utilizes a multiple choice box arrangement for ease in completing and tallying, and a space for additional comments. I have also developed instructions for administering the survey, so field offices results may be as accurate as possible. The Xerox Corporation, through an agreement with the Department of the Interior, reviewed the questionnaire for flaws, and made several helpful suggestions.

The results may be tallied using a Word Perfect 5.1 macro which also calculates percentages of responses to each level of satisfaction. The macro also generates a results report format designed for Laser Jet printers with the most standard fonts available in field offices. Instructions for using the macro are incorporated in comment boxes within the macro.

I have coordinated the approval of this questionnaire with the staff of WO-783, and their goal is to ultimately use this as a Bureauwide tool to collect baseline public room information. Although I developed and submitted a Information Collection Budget package for submission to OMB, I cannot test the questionnaire (test sites - New Mexico and Montana) until OMB has approved the package. No objections are expected from the Department or from OMB, and I anticipate approval will occur no sooner than June, 1992.

Remaining Tasks

After the receipt of OMB approval, New Mexico and Montana State Offices will administer the questionnaire and tally the results. I will request feedback on the questionnaire, the instructions, and the survey results format macro to determine what, if any, improvements are needed. I will also evaluate the reliability and accuracy of the survey. Any changes will be incorporated into a set of final products. In addition, any change in the number of responses must be documented and sent to update Information Collection Budget burden hours for future OMB approval. At that time, I will coordinate with WO-783 to determine if the product has utility for Bureauwide application.

Conclusion

The benefits which field offices can obtain from utilizing the results of the questionnaire developed by this project include:

1. Optional use of a professional quality public room customer satisfaction measure.
2. Providing input to employee performance evaluations.
3. Developing a strategy to plan allocation of human resources.
4. Planning for future budget requests.
5. Assessing and prioritizing public room improvements and changes.
6. Anticipating and accommodating customer trends.
7. Improving customer satisfaction.
8. Making public assistance easier for employees by clarifying goals and objectives.
9. Looking for ways to standardize aspects of the work for expedited service.



Management & Leadership Project Abstract

Title: Customer Satisfaction Measures for BLM Public Rooms

Summary: The goal of this project is to develop, test, and refine an instrument to measure BLM customer satisfaction with products and services. This instrument and resultant report can be used by the assigned program office and/or field offices to "grade" public room performance, allocate resources, change products and service mix provided to the public, and provide guidance to their District Offices.

Objectives:

- Evaluate (and develop if necessary) public room objectives and goals
- Develop and test instrument to gauge customer satisfaction
- Write report detailing results

M & L Participant: Wendy W. Spencer **Phone:** FTS 776-6642

Project Sponsor: Monte Jordan **Title:** ASD - New Mexico

Management & Leadership Project Plan

The final goal of this project is to develop a consistent and accurate instrument to measure BLM customer satisfaction with the public room. No baseline measurements exist, nor have any goals or objectives been developed. Objectives are overall standards which an office would strive to complete or to provide, such as "Ensure that customers receive complete and accurate information." Goals are more concrete statements of achievement which can be measured, such as "95% of all copy orders will be completed within the timeframe specified for each type of order." Such objectives and goals must be developed by employees directly responsible for the accomplishing the work. The questions used to measure the goals, after testing and revising, will become a base instrument which can also be used by other BLM public rooms.

The New Mexico State Office is conducting a Technical Procedures Review of their public rooms. This review, coincidental to the project, will provide an excellent opportunity to develop, review, and test a customer satisfaction measure. While the instrument will be designed to measure public user satisfaction, it may be altered for internal customer satisfaction measurement.

Two offices are involved in this effort. The New Mexico State Office is the office primarily involved, with support and assistance from Montana State Office. Montana has agreed to test the instrument in their State, and possibly some field offices.

Activity	Start Date	End Date
Develop Instrument	11/81	11/81
Test Instrument	11/81	11/81
Finalize Instrument	11/81	11/81

This information is for the project. All activities are required to be completed prior to the Department prior to collecting information from the public.

BLM PUBLIC ROOM CUSTOMER SATISFACTION
PROJECT PLAN WORK BREAKDOWN

Major Tasks	Employees	Date Begin	Date End
Review functional statements - NM & MT and develop draft objectives, goals and questions for TPR	Spencer	12/90	1/91
Participate in NM TPR	SC; NM; MT	3/91	3/91
Write TPR final report	NM	4/91	5/91
Develop objectives, goals & draft public questionnaire	NM; Spencer	6/91	6/91
Review questionnaire	MT	6/91	6/91
Prepare final questionnaire	Spencer	6/91	6/91
Prepare ICB* request for public questionnaires	Spencer; WO-771	6/91	7/91
Develop data base for questionnaire tally in DBase	Spencer	7/91	8/91
Mail questionnaires & collect responses	Spencer; NM; MT	10/91	10/91
Provide data entry of responses into DBase	SC	11/91	11/91
Analyze responses	Spencer	11/91	11/91
Complete M & L report; courtesy copies to NM; MT; WO-700	Spencer	11/91	12/91

*ICB - Information Collection Budget - all agencies are required to request permission from the Department prior to collecting information from members of the public.

UNITED STATES
DEPARTMENT OF THE INTERIOR
BUREAU OF LAND MANAGEMENT
SERVICE CENTER
DENVER FEDERAL CENTER, BUILDING 50
P.O. BOX 25047
DENVER, COLORADO 80225-0047

In Reply Refer To:
1400-410 M & L
1270 TP

October 31, 1991

Memorandum

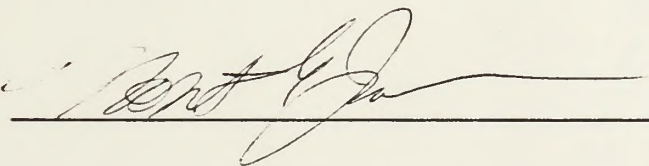
To: Monte Jordon
From: Wendy Spencer
Subject: M & L Project Update

On August 30, 1991, I sent you copies of my submission to Headquarters for clearance through the Office of Management and Budget, as well as the Word Perfect report format. At that time, I advised you that because the approval process with OMB takes at least four months, delays might occur. It now appears that the BLM employee handling the requests has been on extended sick leave and that the project completion date may be extended by at least three months from my original estimate of April, 1992 to at least July, 1992. Clearly, this timeframe is becoming unworkable.

During my conversation with you on October 28, we agreed that to expedite the completion of the project, I would downsize the scope of my project to include only the work completed to date, and exclude testing results. When OMB approval is received, I will test the customer satisfaction survey as agreed, and write an addendum to my project paper. With these changes, I will plan on completing the project in November, 1991, with the addendum complete approximately July, 1992.

If you concur with these changes as my M & L project sponsor, please sign below and return to me. If not, please indicate your preferred changes to the timeframe and/or scope.

Thanks for your support.

I concur:  _____

Date: 11/5/91

POLICY, GOALS &
OBJECTIVES

Public Room Policy Statement

It is the policy of the Bureau of Land Management to provide assistance to members of the public, State and Federal agencies, and BLM employees through the local office public room. This assistance will consist of, but is not limited to:

1. Maintaining a Public Room in which BLM records, such as land status plats, survey field notes, serial register pages, case files, and other publicly available records are maintained for public inspection.
2. Providing research and interpretation of BLM records.
3. Providing research training on the use of BLM records.
4. Answering general questions on BLM activities and procedures.
5. Providing information in the form of brochures, packets, handouts, maps, and other material.

The Bureau of Land Management provides information to customers in an efficient and cost effective manner. Overall customer satisfaction is the primary goal of the public room.

PUBLIC ROOM OBJECTIVES AND GOALS

1. Operates a public room/public information center.

OBJECTIVES

--Responds to inquiries from the public, BLM employees, and government entities regarding public land records, regulations, and procedures for filing land use application, mining claims, etc.

--Provides training and assistance in land records interpretation and in the use of the manual and automated records system.

--Acts as the first point of contact by answering telephone or in-person inquiries, taking orders for copies, providing general information, and, if necessary, referring callers to others when appropriate.

--Provides technical guidance and assistance to District and Area offices in public room standards, methods, and state policy.

--Provides and maintains public records for viewing by public and other users.

GOALS

- a. 90% of all walk in and telephone customers are assisted immediately.
- b. 90% of written inquiries are answered within 24 hours.
- c. 90% of telephone customers requesting information which requires research are provided the information within 24 hours.
- d. Training in public land manual and automated records is at the appropriate level for 90% of those receiving training.
- e. 90% of all callers will have a positive experience when calling, visiting, or writing BLM. Customer satisfaction is expected to increase over time.
- f. Copy requests are mailed or given to requestors in the time frame promised in 90% of cases.
- g. 100% of District or Area public inquiry employees have received training or guidance from the State Office public room employees within the first 3 months of job assignment, or have received update training yearly.
- h. Public land records are current and easily locatable by 90% of users.

2. **Operates and maintains records.**

OBJECTIVES

--Provides initial data entry services into case recordation and corrections as needed.

--Stores, microfilms, maintains, and distributes paper/microfilm copies of public land records.

GOALS

- a. Data entry into case recordation is 95% accurate.
- b. Data entry is completed and validated within three days of receipt.
- c. Paper/film copies of records are updated and distributed within three days of change.

3. **Provides collection activities.**

OBJECTIVES

--Provides accounting functions, such as collections, billings, and transfer services on land record related activities.

--Provides technical assistance to Districts and Areas in all matters of collection, billings, and other accounting functions.

--Formally accepts and date stamps applications and other filings.

GOALS

- a. 100% of District and Area collection officers are provided training in accounts/collections by the State Office public room within 3 months of job assignment.
- b. Accounting functions are accomplished with an error rate of no more than 2% of total number of transactions.
- c. 90% of customers are provided answers to accounting questions within one hour of inquiry.

SURVEY DESIGN

Xerox Corporation
ISO/CSD
7900 Westpark Drive A400
McLean, Virginia 22102
703-442-6700

July 16, 1991

Ms. Wendy Spencer
U.S. Department of the Interior
c/o Bureau of Land Management
Denver Federal Center, Building 50
Denver, Colorado 80225-0047

Dear Ms. Spencer:

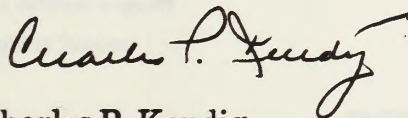
As a follow up to your request for TQM assistance, I have included a revised survey that I believe will meet your requirements. In addition, I have included copies of the periodic surveys that we send to decision makers, key operators, and administrators so that you can see the subtle differences.

In my opinion, question one (1) would be the key driver of customer satisfaction. If your customers check off the Very Satisfied or Satisfied blocks, you should consider them as satisfied. If they check off Neither Satisfied Nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied, you should consider them dissatisfied. This question measures overall customer satisfaction and the others measure specific areas of satisfaction/dissatisfaction. At Xerox, 91% of our customers are satisfied (they checked the very satisfied or somewhat satisfied blocks). Our goal in 1991 is 93% satisfied and in 1993 we are moving toward 100% satisfied. In addition, I have included some of the output reports that we use to track customer satisfaction results on a monthly basis.

Please feel free to call me at 703- 442-6728 (Xerox) or 301-403-4530 if you have any questions.

Very truly yours,

XEROX CORPORATION



Charles P. Kendig
Quality Officer
Integrated Systems Operations

CPK:mrr

c: J. Watkins



SECTION III: CUSTOMER SUPPORT

6. What was the purpose of your most recent call to Xerox? Inquiry Problem Haven't called, can't answer (skip to Question 10)

7. How long ago did you make this call? less than 3 months 3-6 months 6-12 months Greater than 12 months

8. What Xerox function did you contact? Sales Service Billing Collection Supplies
 Telephone Hotline Support Systems Analyst Customer Relations Group

9. How satisfied are you with the support you received?	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
a) Ability to get to the right person(s) quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Attitude of Xerox personnel who assisted you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Ability to provide a solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Time required to provide a solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Effectiveness of the solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Overall satisfaction with support received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. What specific things can we do to increase your satisfaction with Xerox, our products and our services? Thank you for your feedback!

(This section contains faint, illegible text for handwritten feedback.)

Your Name _____
 Position _____
 Tel # _____
 Date _____

Account #
123456789

SECTION III: CUSTOMER SUPPORT

What was the purpose of your most recent call to Xerox? Inquiry Problem Haven't called, can't answer (skip to Question 10)

7. How long ago did you make this call? Less than 3 months 3-6 months 6-12 months Greater than 12 months

8. What Xerox function did you contact? Sales Service Billing Collection Supplies
 Telephone Hotline Support Systems Analyst Customer Relations Group

9. How satisfied are you with the support you received?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
a) Ability to get to the right person(s) quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Attitude of Xerox personnel who assisted you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Ability to provide a solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Time required to provide a solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Effectiveness of the solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Overall satisfaction with support received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. What specific things can we do to increase your satisfaction with Xerox, our products and our services? Thank you for your feedback!

Your Name _____
Position _____
Tel # _____
Date _____

Account #
123456789

SECTION II: PRODUCT, SERVICES and SUPPLIES

How satisfied are you with Xerox Supplies support with regard to:	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
a) Ease of ordering supplies from Xerox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Speed of Xerox supplies delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Quality of supplies purchased from Xerox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION III: CUSTOMER SUPPORT

8. What was the purpose of your most recent call to Xerox? Inquiry Problem Haven't called, can't answer (skip to Question 12)
9. How long ago did you make this call? less than 3 mon 3-6 months 6-12 months Greater than 12 months
10. What Xerox function did you contact? Sales Service Billing Collection Supplies Customer Relations Group

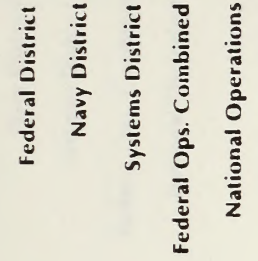
1. How satisfied are you with the support you received?	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
a) Ability to get to the right person(s) quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Attitude of Xerox personnel who assisted you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Ability to provide a solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Time required to provide a solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Effectiveness of the solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Overall satisfaction with support received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What specific things can we do to increase your satisfaction with Xerox, our products and our services? Thank you for your feedback!

Your Name _____
 Position _____
 Tel # _____
 Date _____

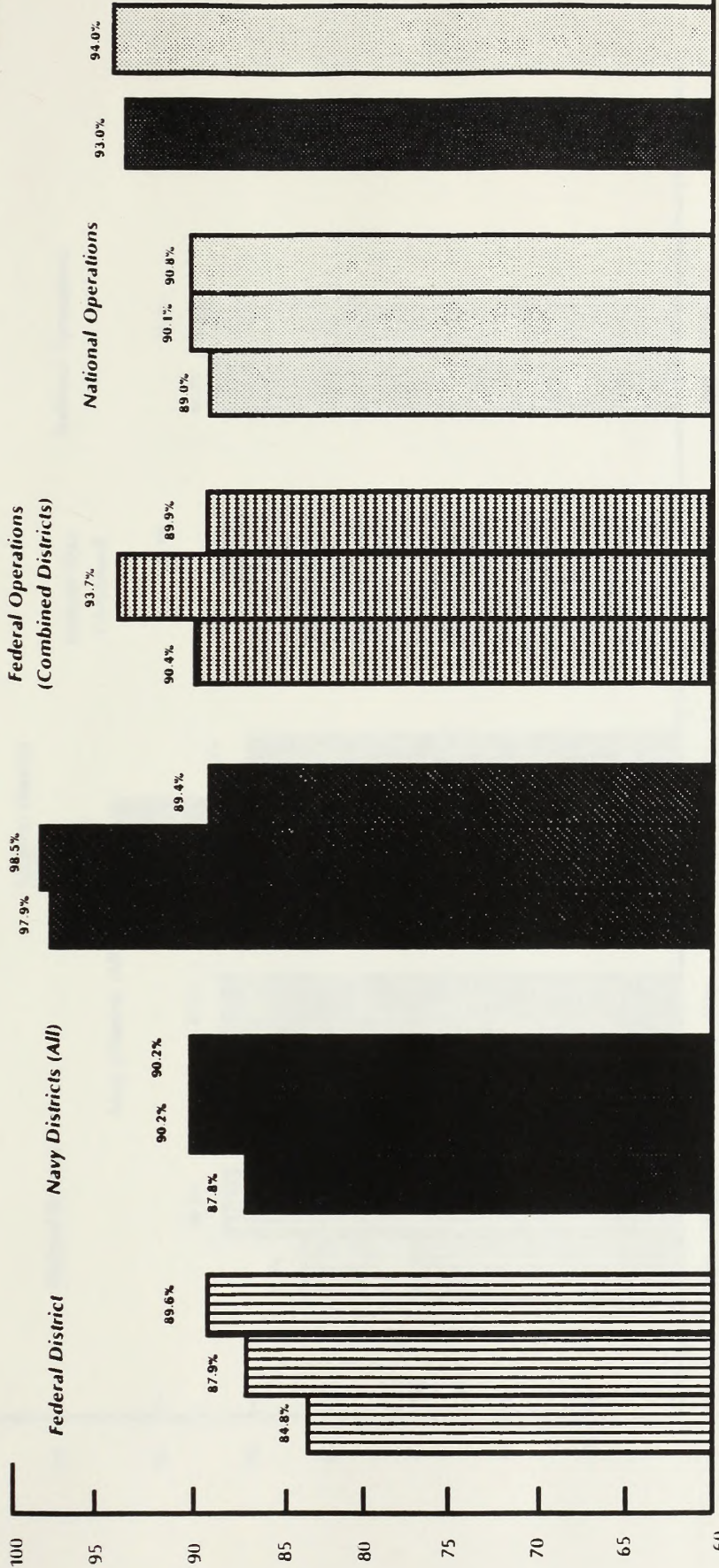
**Account #
 123456789**

Integrated System Operations



Overall Percent Satisfied Trend Data 1989, 1990 & May, 1991 YTD

Question: How satisfied are you with Xerox?

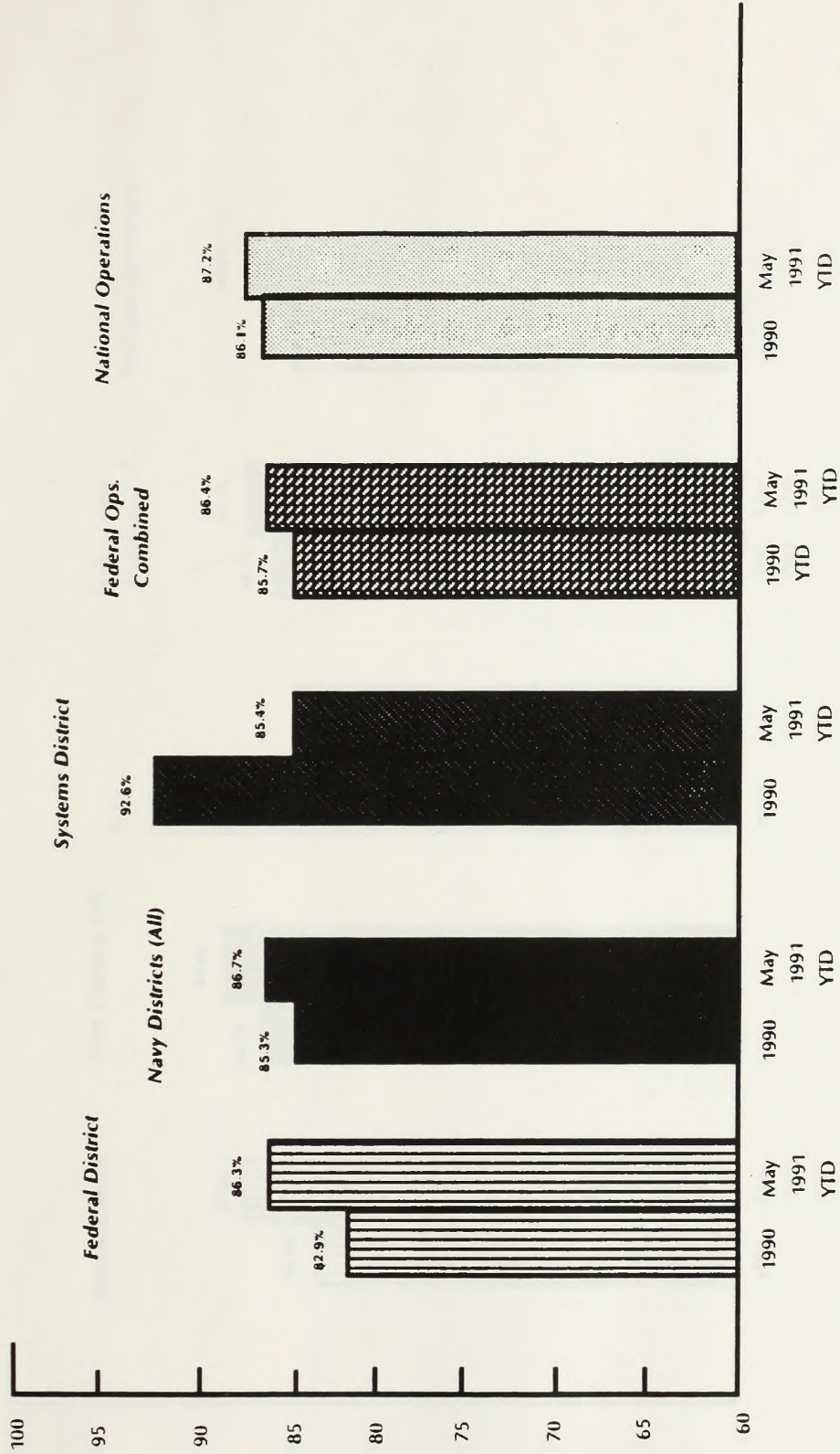


	1989	1990	May 1991 YTD	1989	1990	May YTD
# of Responses						
Federal District	488	821	376			
Navy Districts (All)	821	847	357			
Systems District	574	1,473	47			
Federal Ops. (Combined)	1,668	3,102	780			
National Operations	5,053	7,412	3,169			

Overall Percent Satisfied Trend Data 1990 & May, 1991 YTD *

Question: Would you acquire another product from Xerox?

- Federal District
- Navy District
- Systems District
- Federal Ops. Combined
- National Operations



	1990	May YTD
Federal District	821	379
Navy Districts (All)	846	353
Systems District	378	48
Federal Ops. (combined)	2,045	780
National Operations	7,387	3,164

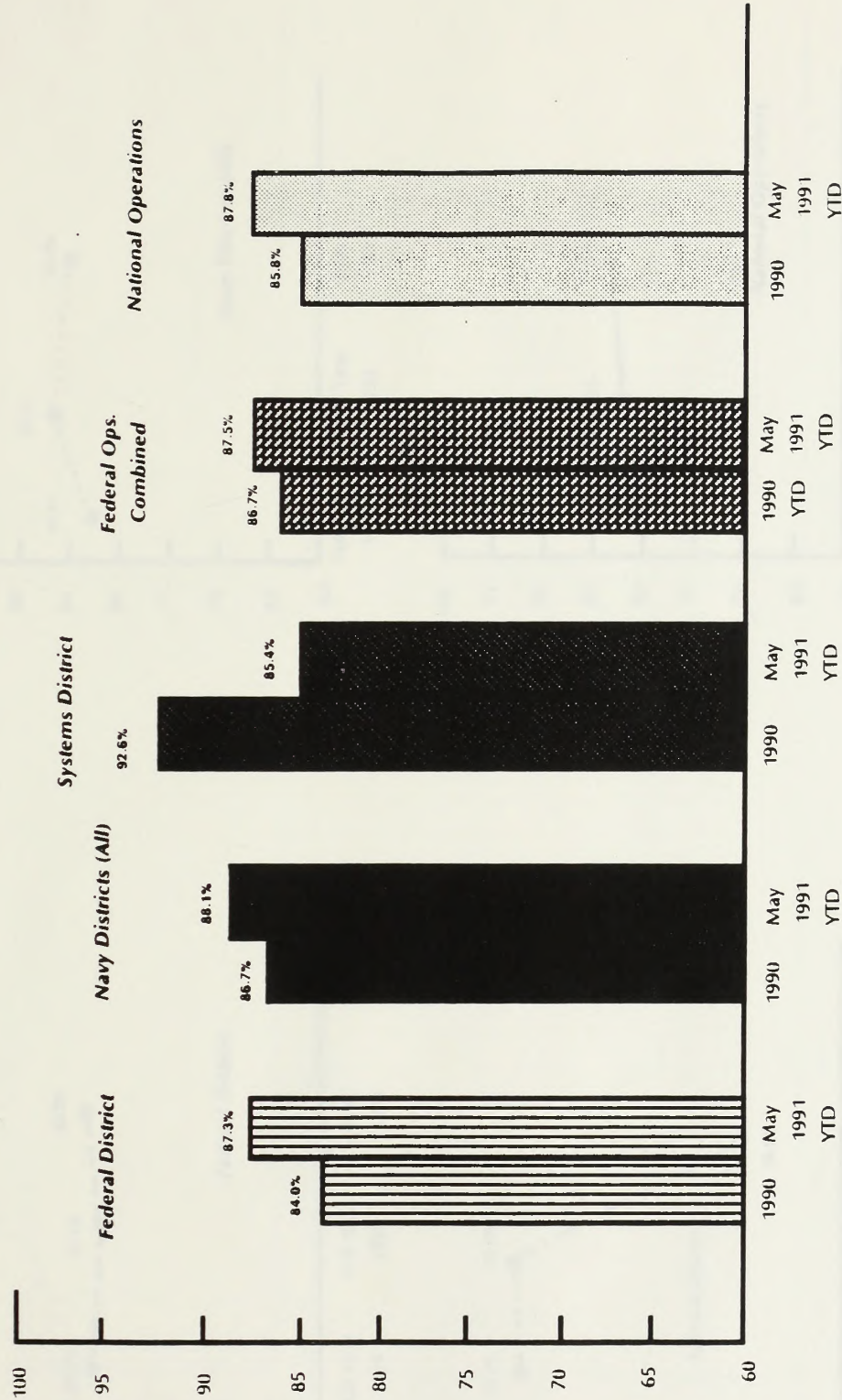
* 1989 data not available for this question

Overall Percent Satisfied Trend Data

1990 & May, 1991 YTD *

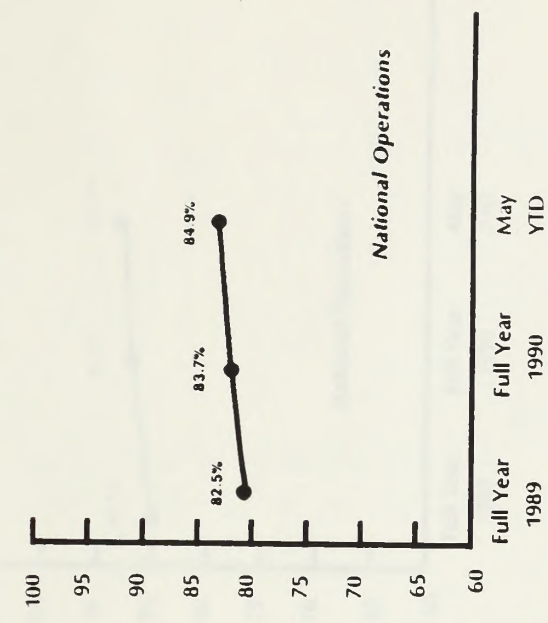
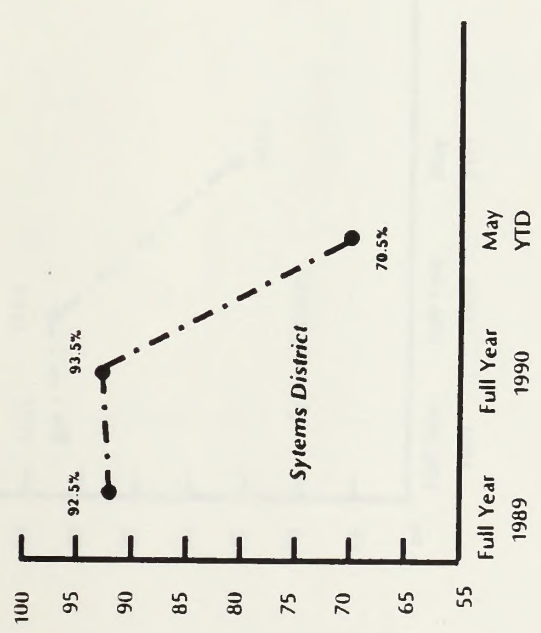
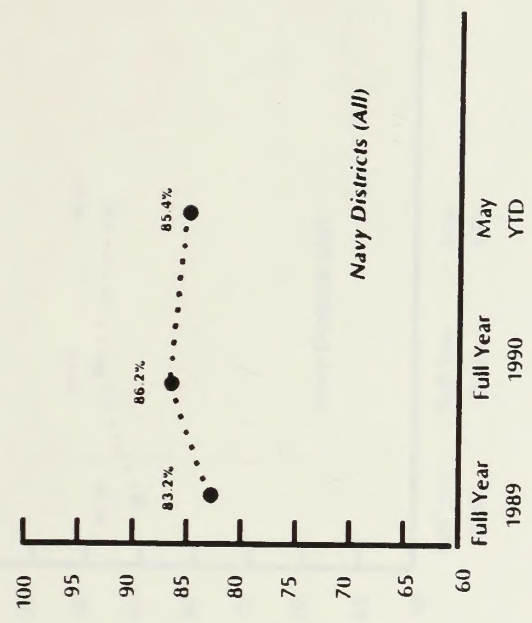
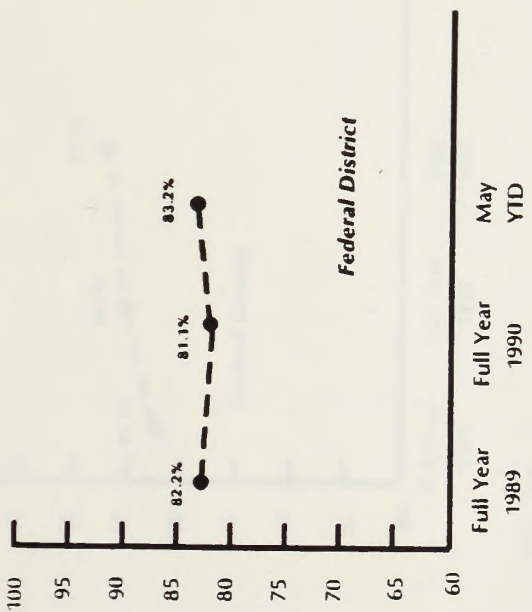
Question: Would you recommend Xerox to a business associate?

- Federal District
- Navy District
- Systems District
- Federal Ops. Combined
- National Operations



	1990	May YTD
Federal District	804	377
Navy Districts (All)	828	354
Systems District	378	48
Federal Ops. (combined)	2,010	779
National Operations	7,267	3,123

* 1989 data not available for this question

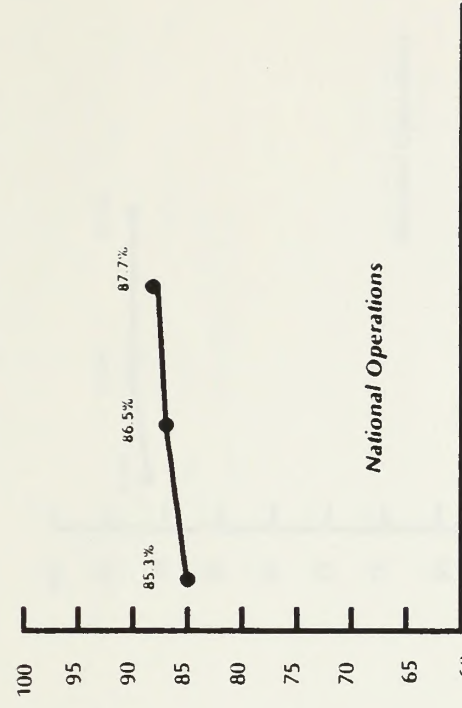
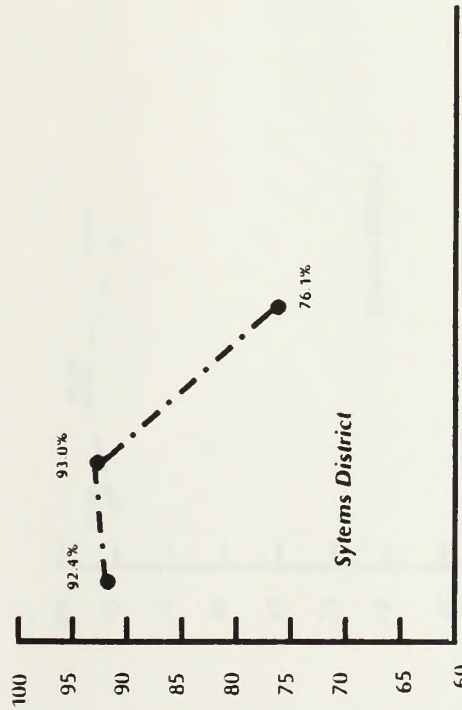
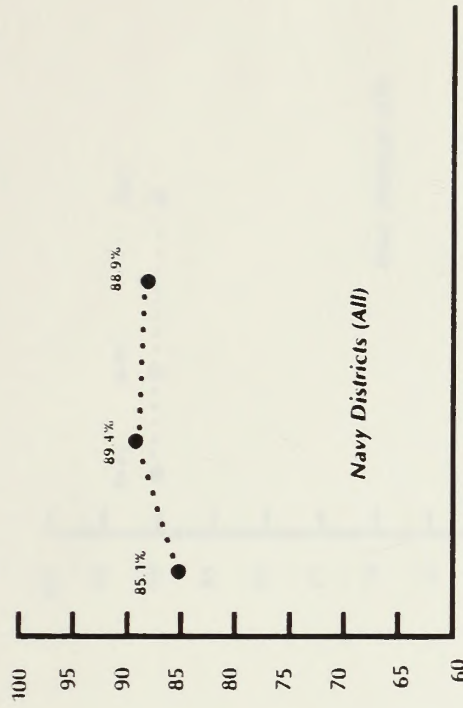
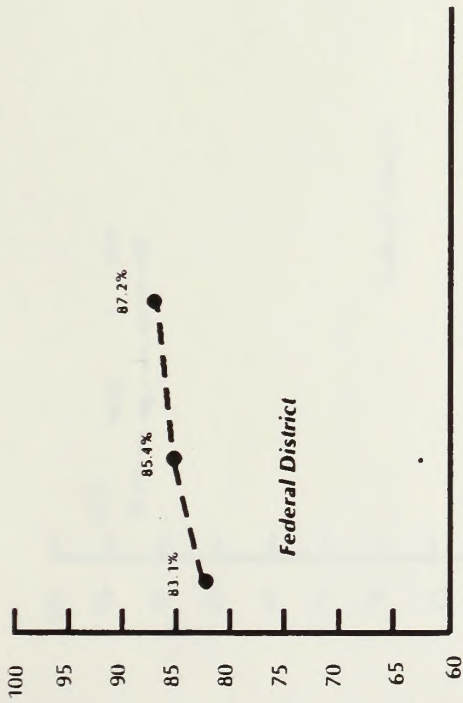


of Responses

Category	Full Year 89	Full Year 90	May YTD
Federal District	129	752	345
Navy Districts (All)	137	792	335
Systems District	120	370	44
National Operations	4,332	6,859	2,932

Federal District
Navy Districts (All)
Systems District
National Operations

1989 Through 1991 YTD (May)

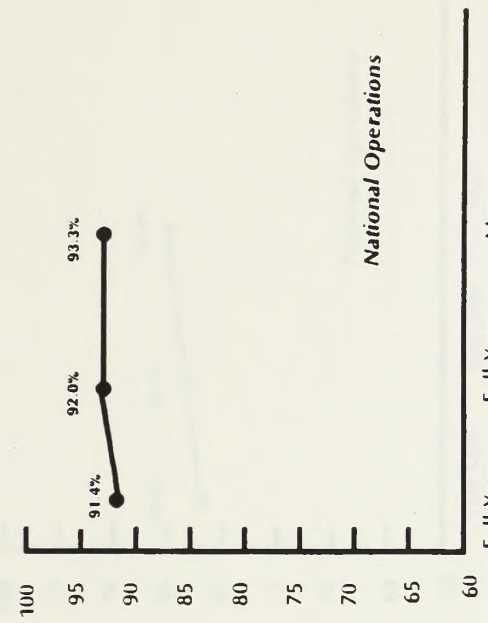
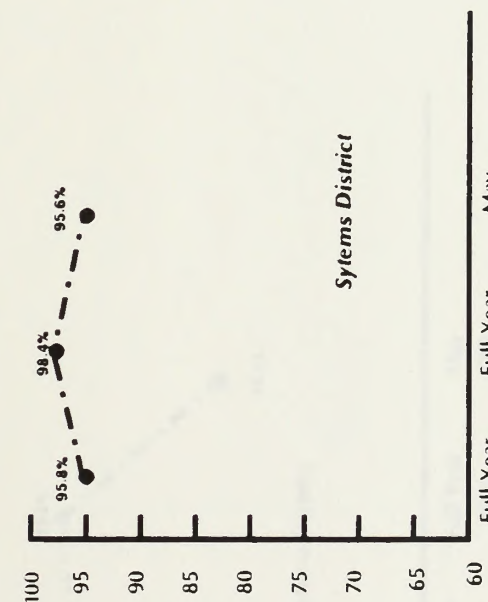
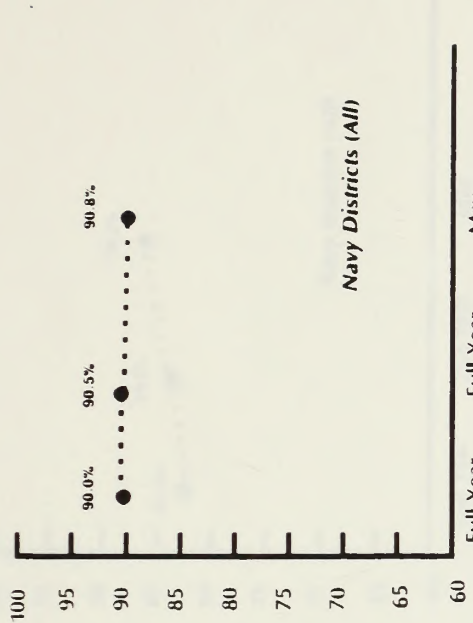
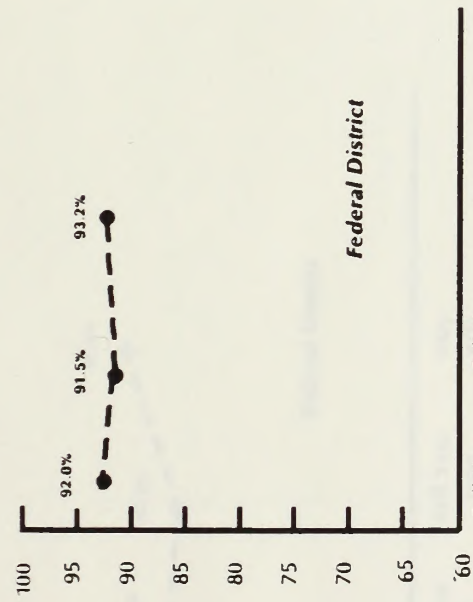


of Responses

	Full Year 89	Full Year 90	May YTD
Federal District	136	775	351
Navy Districts (All)	141	818	343
Systems District	119	373	46
National Operations	4,591	7,054	3,016

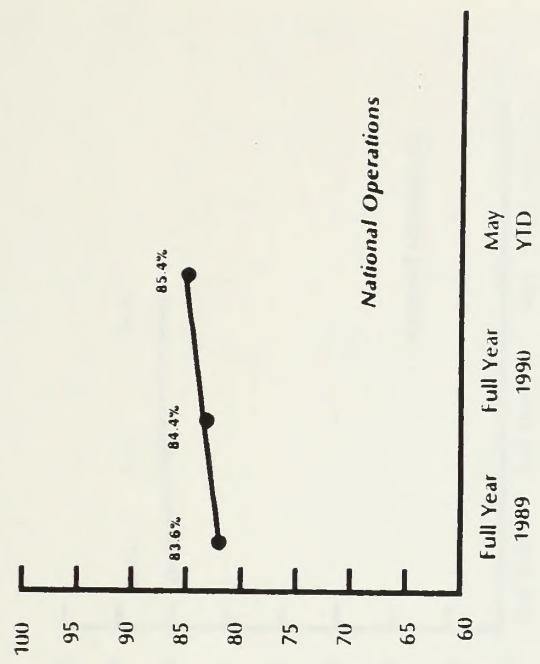
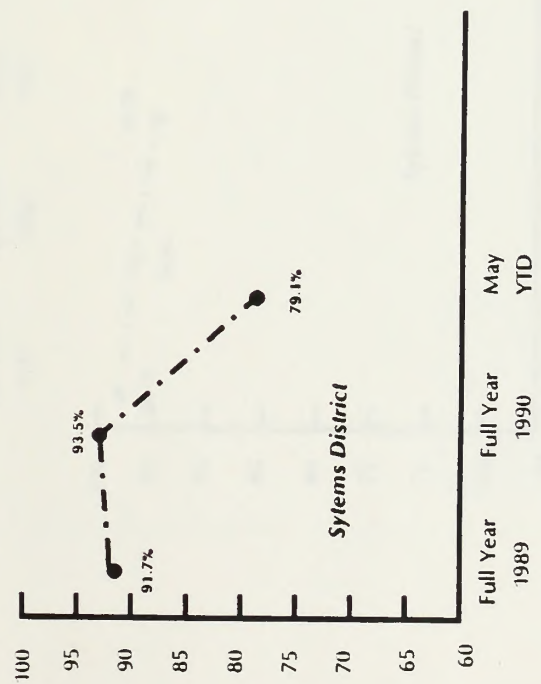
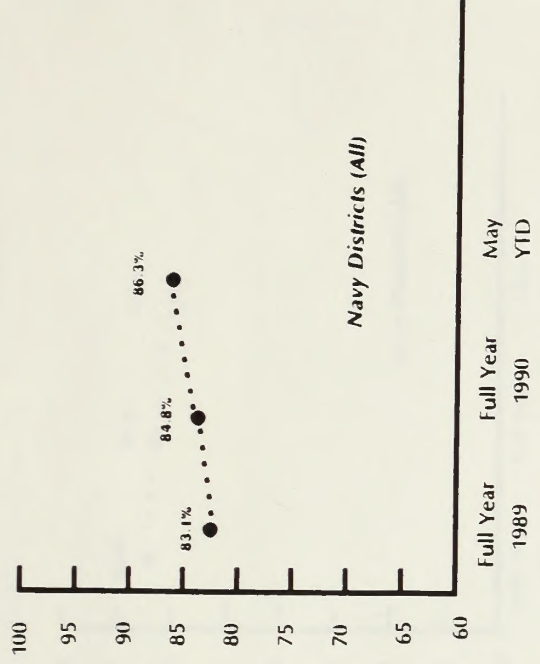
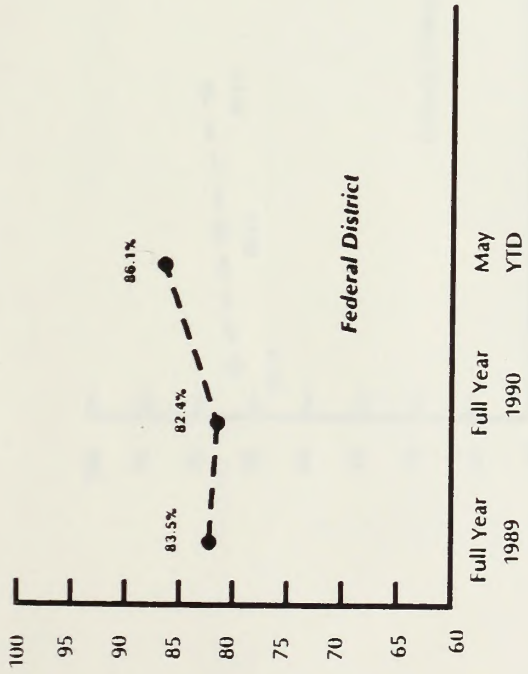
Satisfaction with Products
1989 Through 1991 YTD (May)

Posted On: 1/1/91



	Full Year 89	Full Year 90	May YTD
# of Responses			
Federal District	138	809	367
Navy Districts (All)	150	849	349
Systems District	119	377	45
National Operations	5,140	7,341	3,141

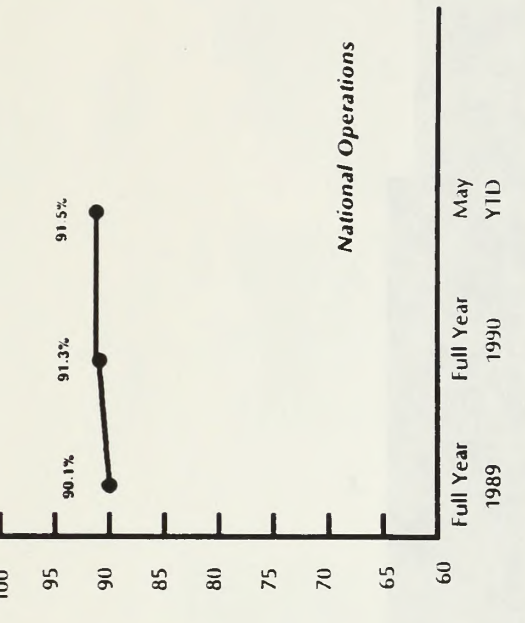
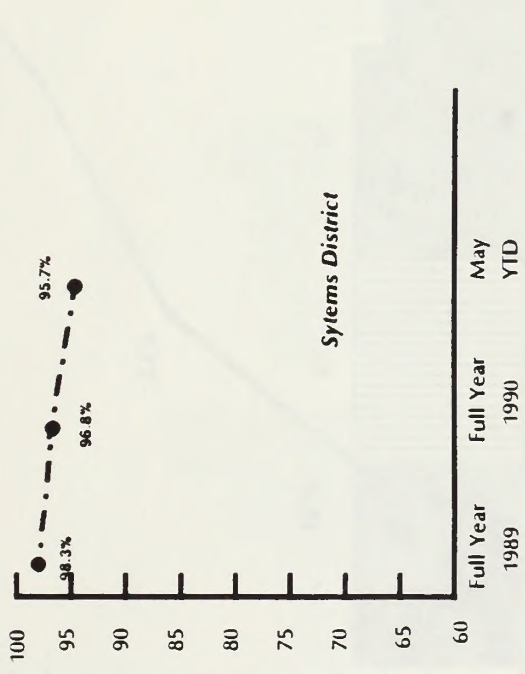
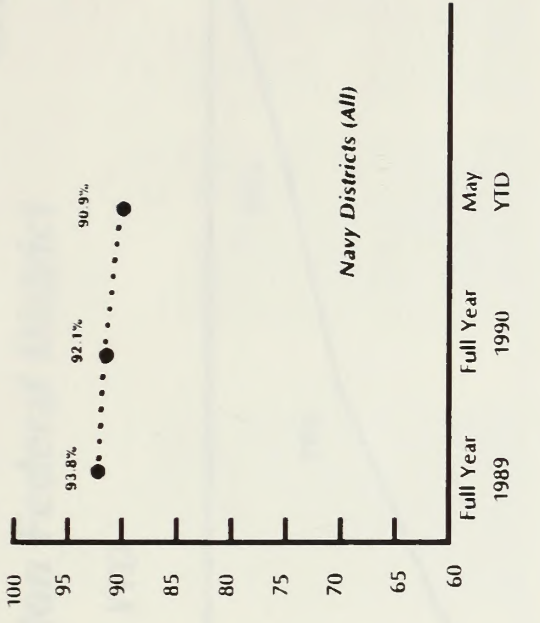
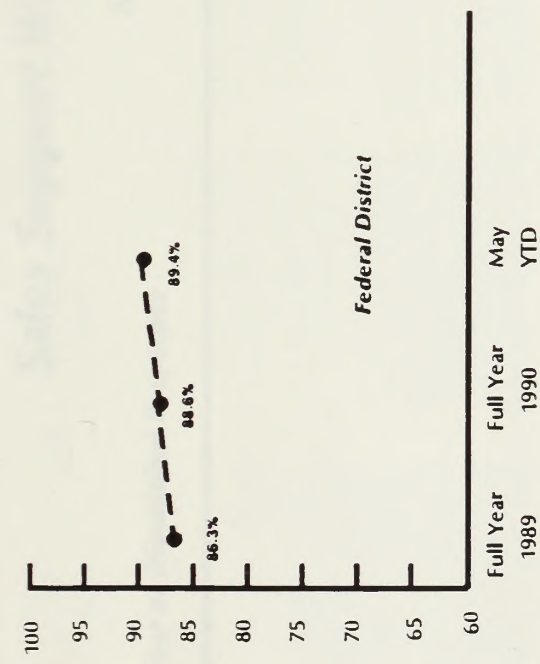
1989 Through 1991 YTD (May)



	Full Year 89	Full Year 90	May YTD
Federal District	127	754	337
Navy Districts (All)	136	784	329
Systems District	119	369	43
National Operations	4,380	6,826	2,933

of Responses

1989 Through 1991 YTD (May)



	Full Year 89	Full Year 90	May YTD
Federal District	139	808	376
Navy Districts (All)	146	839	350
Systems District	120	378	47
National Operations	5,023	7,269	3,134

of Responses

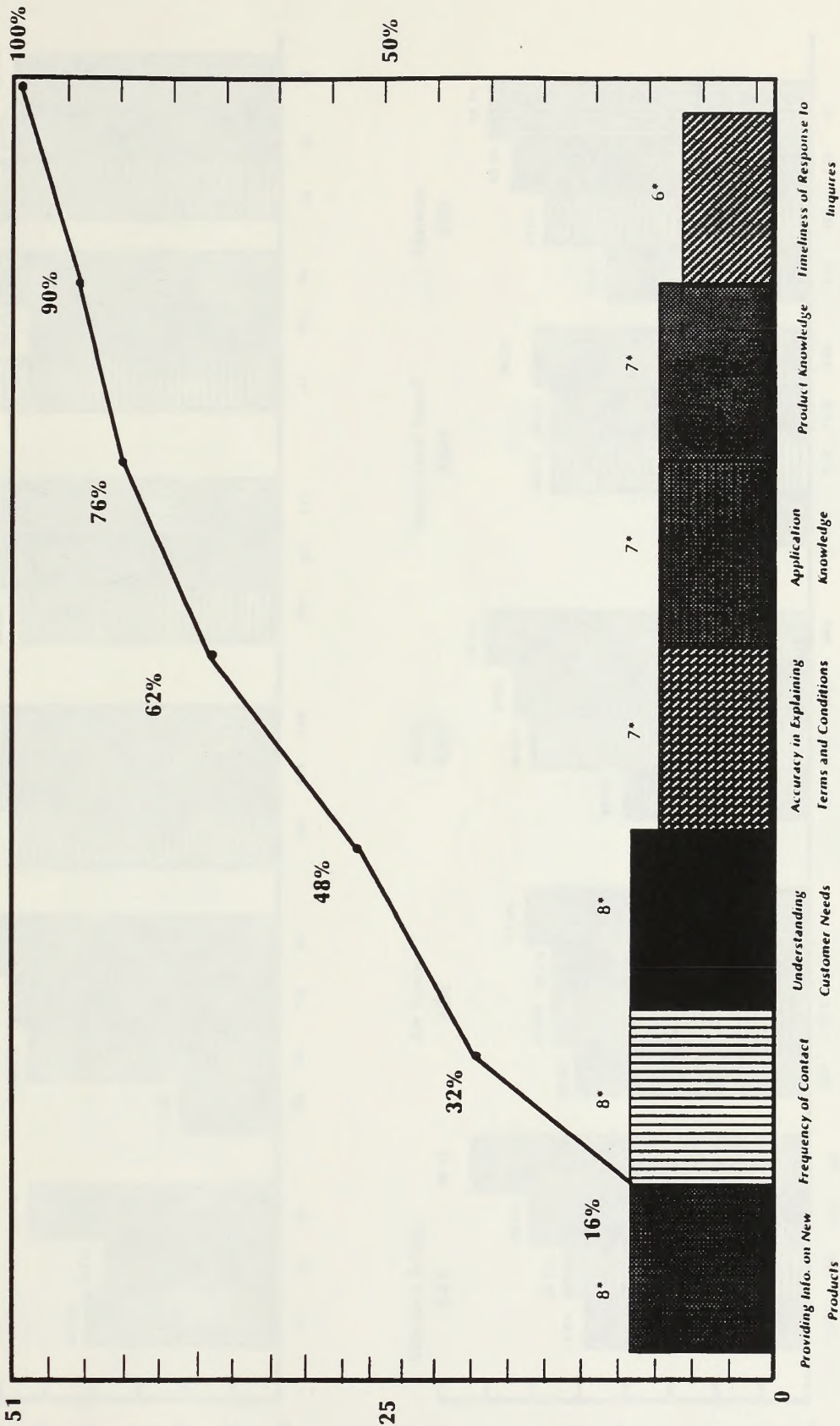
Posted 06/14/91

CSMS Percent Satisfied

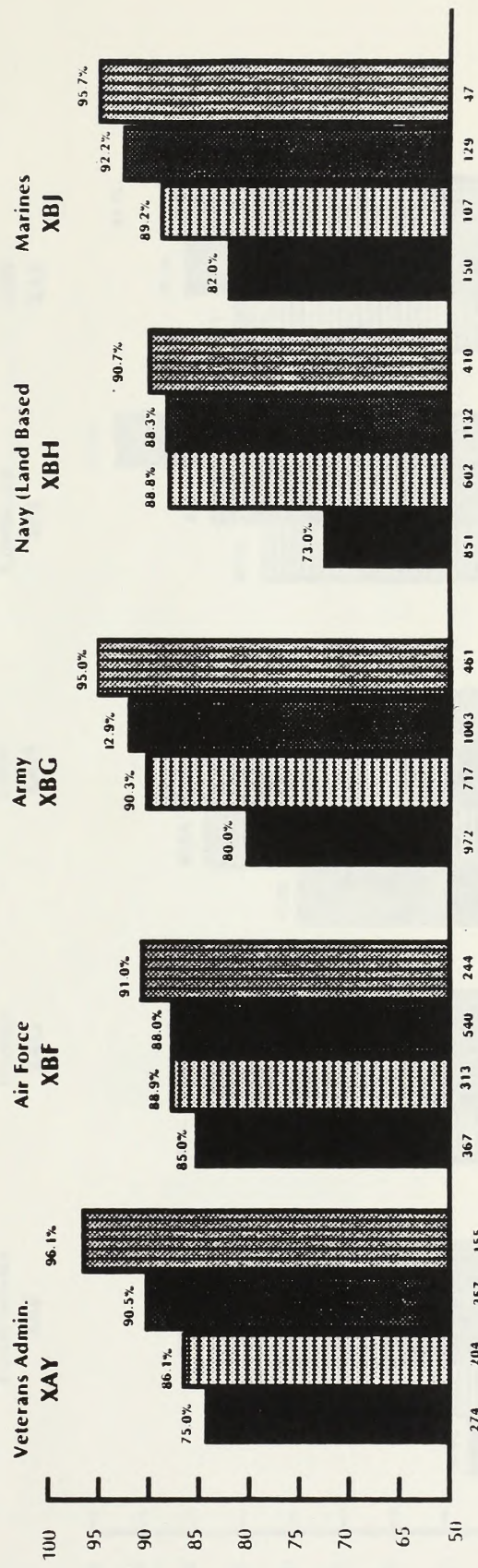
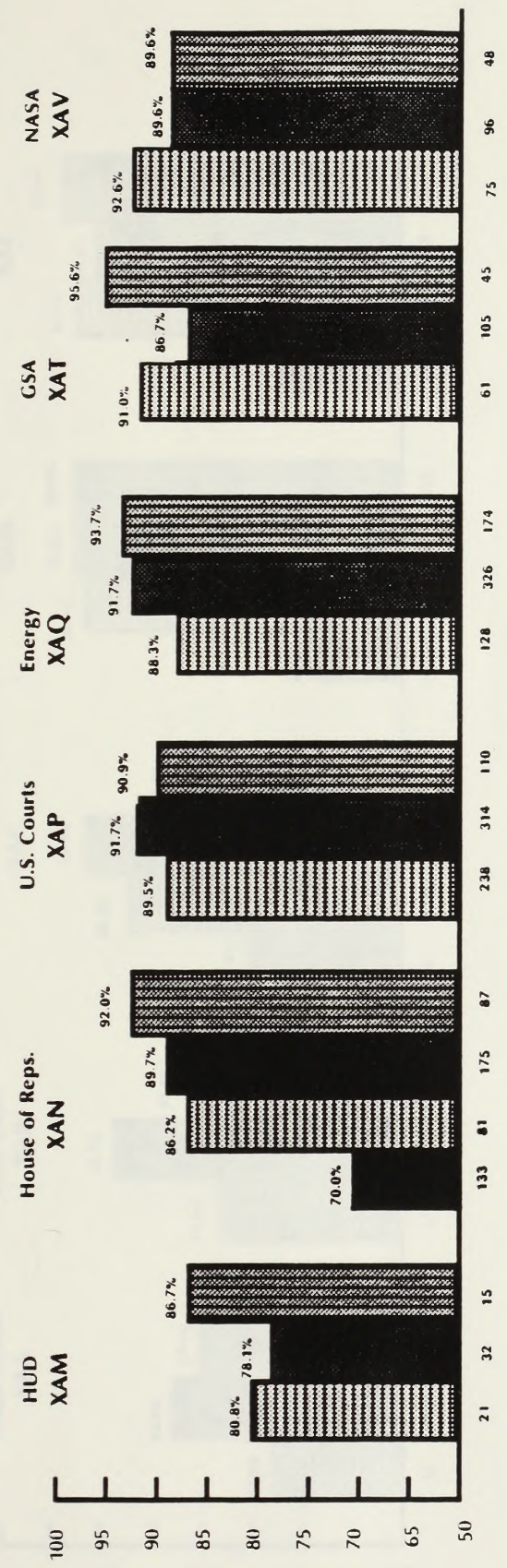
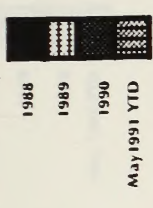
Sales Support Washington Federal District

May 1991 YTD

* Number of Dissatisfied Responses



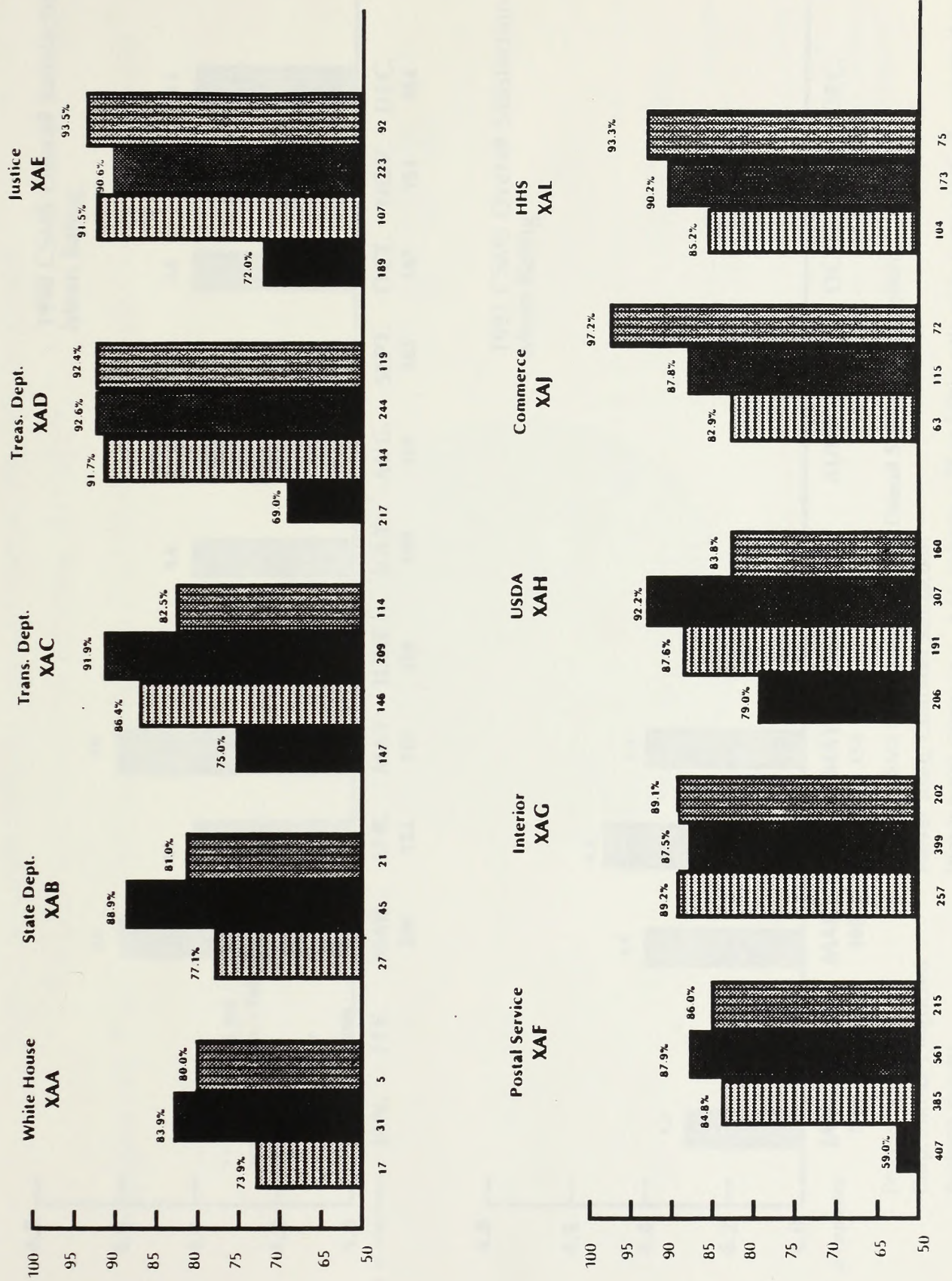
1988 - 1991 YTD (May)



Overall Percent Satisfaction Trend Data For XNACs

1988 - 1991 YTD (May)

1988
1989
1990
May 1991 YTD

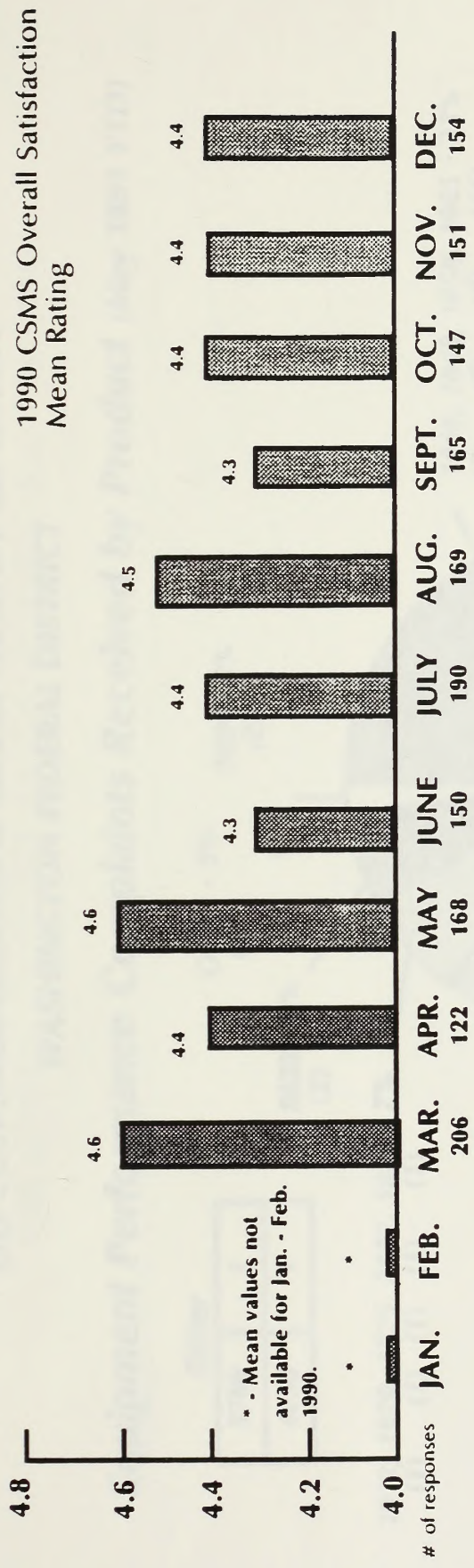


ISO CUSTOMER RELATIONS GROUP ACTIVITY REPORTING

CSMS MEAN RATING TRENDS - 1990 through 1991 YTD (May)

(Combined Federal Districts)

Mean CSMS Rating



* - Mean values not available for Jan. - Feb. 1990.



Process Description:

Corp. Priorities Impacted:

Business Results:

Monthly CSMS Mean Ratings for the Overall Satisfaction Question

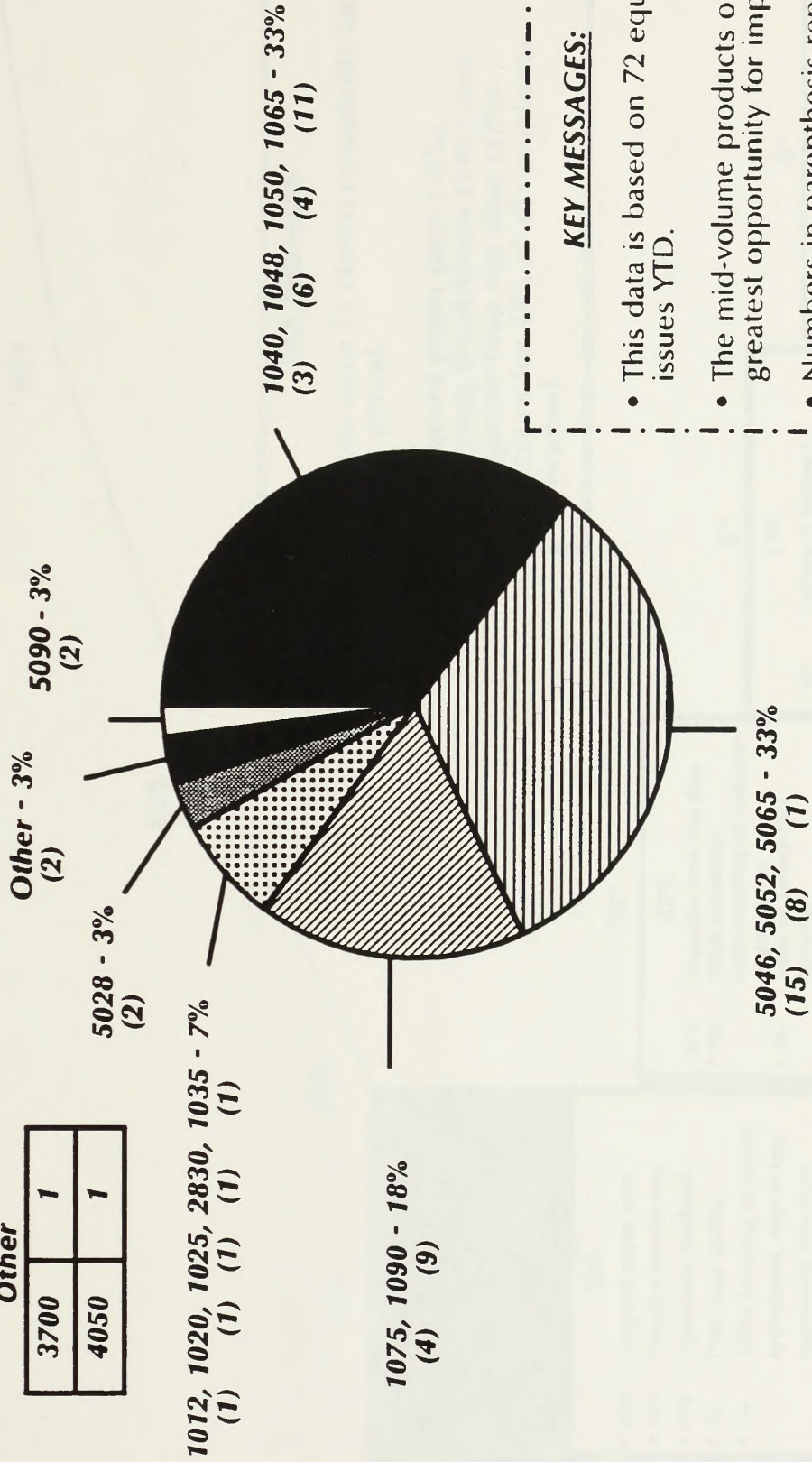
Market Share, Customer Satisfaction

Higher mean ratings (e.g., 4.6) indicate a 2X or better ratio of 5s (very satisfied) compared to 4s (satisfied). Therefore, our goal is to consistently meet or exceed 4.6.

**ISO CUSTOMER RELATIONS GROUP ACTIVITY REPORTING
WASHINGTON FEDERAL DISTRICT**

Equipment Performance Complaints Received by Product (May 1991 YTD)

Other	
3700	1
4050	1



KEY MESSAGES:

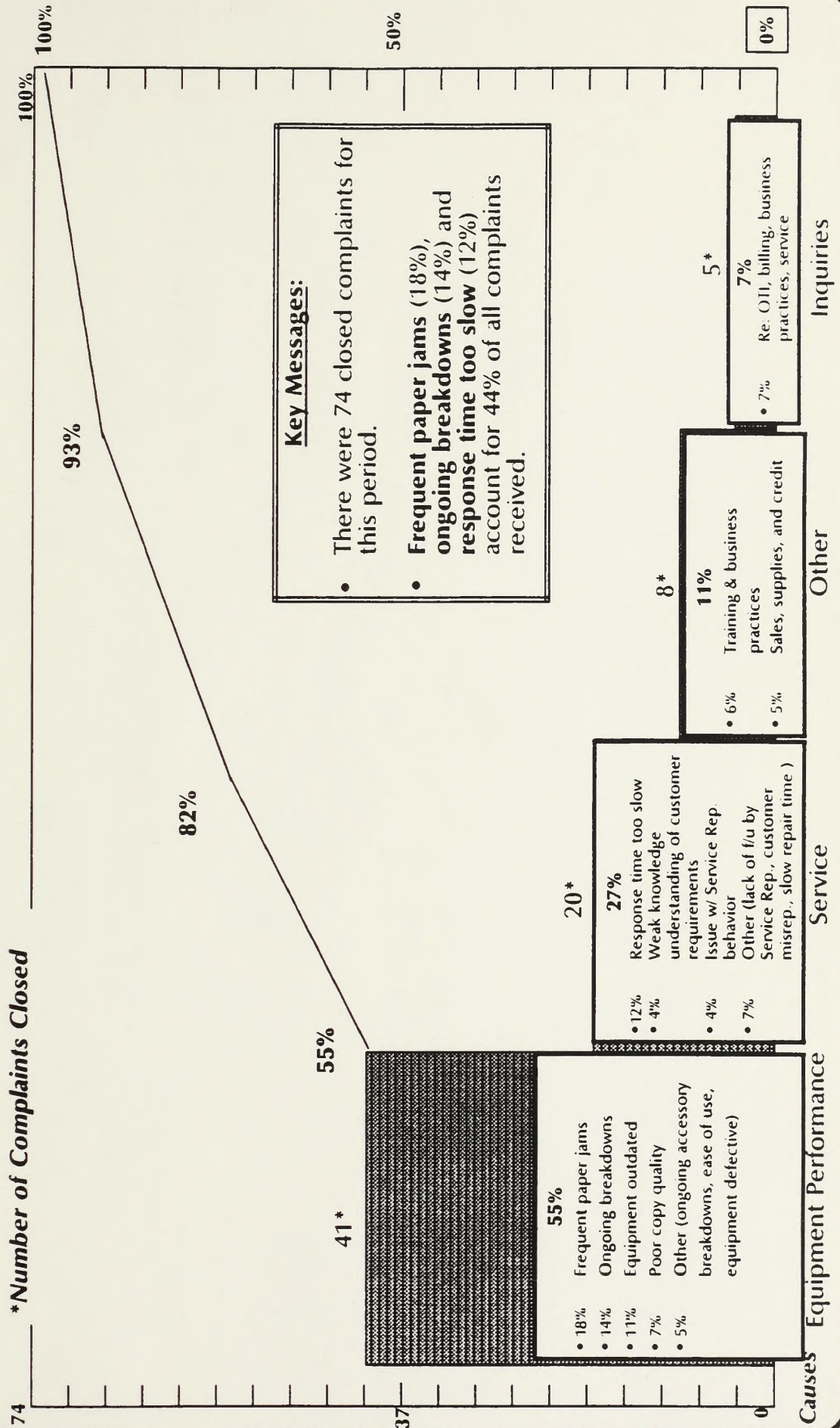
- This data is based on 72 equipment issues YTD.
- The mid-volume products offer the greatest opportunity for improvement.
- Numbers in parenthesis represent the individual number of complaints for that product.

ISO CUSTOMER RELATIONS GROUP ACTIVITY REPORTING

WASHINGTON FEDERAL DISTRICT

PROBLEMS CLOSED BY CATEGORY (MAY 1991 YTD)

Posted 6/10/91



BUREAU OF LAND MANAGEMENT

Survey - Public Room Customer Satisfaction

Please check one answer per question. If the question is not applicable to your situation, go to the next question.

1. Based on your recent experience, how satisfied are you with the Bureau of Land Management Public Room?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Dissatisfied	Unknown
• Ability to get to right person quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Attitude of personnel who assisted you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Time required to provide solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Overall satisfaction with support received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. In your most recent contact with the BLM public room, did you:

- Visit a BLM office.
- Telephone a BLM office.
- Write to a BLM office.

3. How long ago did you make this contact with the BLM Public Room?

- Less than three months.
- More than three months, less than six months.
- Six months or longer.

4. If you visited a BLM Public Room, how quickly did you receive public room assistance?

- Immediately.
- I had to wait for an employee to assist me.
- I needed assistance, but did not receive any.
- I did not need assistance.
- I did not visit a BLM Public Room.

5. If you visited a BLM Public Room, what is your level of expectation regarding the time frame within which you should receive service?

6. If you telephoned a BLM Public Room, how quickly did you receive the information you requested?

- Within one week of request.
- Within two weeks of request.
- Within three weeks of request.
- Longer than three weeks of request.
- Did not receive requested information.
- I received the requested information at the time of my telephone call.
- I did not telephone a BLM Public Room.

7. If you wrote to a BLM office, how quickly did we respond?

- Within one week of request.
- Within two weeks of request.
- Within three weeks of request.
- Longer than three weeks of request.
- My inquiry was not answered.
- I did not write to a BLM office.

8. The assistance in using BLM records and computers provided by the public room staff was:

- Very helpful.
- Somewhat helpful.
- Neither helpful nor not helpful.
- Not helpful.
- No attempt to help was made.
- Did not need or request assistance.
- Don't know.

9. Have your requests for copies of BLM documents been received in the timeframe promised?

- Yes.
- No.
- Did not request copies.

10. BLM records in the public room are:

- Generally up to date.
- Sometimes up to date.
- Rarely up to date.
- Adequate for my needs.
- Don't know.

BUREAU OF LAND MANAGEMENT

Public Room Customer Satisfaction Survey

SURVEY ADMINISTRATION INSTRUCTIONS:

Survey Administration

1. Once a year the survey will be administered for one week.
2. Select a week most likely to obtain a representative sample of customers. Do not select a holiday week or a week with an unusual event.
3. Establish an "in-box" or other special area with a visible sign for return of surveys.
4. Notify your mailroom of the survey and provide instructions for appropriate delivery.
5. Your office address and a return business reply indicia or a metered postage strip is a must!
6. Maintain a record of the number of surveys sent out (include those handed out in person). This is important to determine the rate of return.
7. Request that each walk-in customer complete the survey and return it to the collection area or mail it in.
8. Obtain the name and address of each telephone customer if possible. Mail a survey to each one (but only once!)
9. Include a survey in the envelope of each response to a write-in inquiry received.

Survey Tallying

1. Separate all returned surveys into groups by the contact method. The categories are: "walk-in", "telephone", "write-in".
2. Using a blank survey form for each category, count all of the responses to each question.
3. Using the WordPerfect scoring program, place the totals of each of the walk-in questions into the appropriate blanks.
4. Calculate the scores using the directions found in the "Comment" boxes of the scoring program.
5. Name and save the WordPerfect survey tally for printing, i.e. "Write", "Tele", "Visit", or an identifier of your choice.
6. Repeat the Survey Talley instructions #3-#5 for the groups of responses for telephone inquiries and for written inquiries.

BUREAU OF LAND MANAGEMENT

Public Room Customer Satisfaction Survey

INSTRUCTIONS FOR USE OF WORDPERFECT SCORING PROGRAM:

For your convenience:

1. Tab stops and mathematical formulas are built into this form.
2. Use the "down arrow key" to reach the appropriate line and then,
3. Use the "ALT-right arrow key" to reach the appropriate column for data entry.
4. For question #1, enter the results of your questionnaire response count in the appropriate "Very Satisfied, Satisfied, Neither Satisfied/Dissatisfied, Somewhat Satisfied, Very Dissatisfied, or Unknown" rating column.
5. Calculate the results for question #1 before continuing. See steps 1-7 below, "Calculating Results".
6. For question #2-4 and #6-12, enter the results of your questionnaire response count in the "Total Responses" column.
7. The results for questions #2-4 and #6-12 must be calculated. See steps 1-7 below, "Calculating Results".

INSTRUCTIONS FOR CALCULATING RESULTS OF SURVEY TALLY:

To execute the calculate command and to see your results,

1. Position your cursor within the table area.
2. Display the Math/Columns menu (ALT F7).
3. Select 5) Math.
4. Select 1) Calculate.
5. A "Please Wait" message will appear during the calculation process.
6. When the "Please Wait" message ends and the calculation process is over, the "Table Edit" menu reappears.
7. Exit (F7) from the menu to return to your document.

PRINT INFORMATION:

1. This WordPerfect scoring program was developed using WP5.1.
2. The Public Room Customer Satisfaction Survey form uses the HP "WordPerfect" cartridge. Fonts used: 8pt, 10pt, 12pt, 14pt, and 18pt CG Times; Courier 10cpi.
3. The WordPerfect Survey Tally form uses Courier 10cpi and Line printer 16.67 cpi.
4. The printer selection for these documents was HP Laserjet Series II.

BUREAU OF LAND MANAGEMENT
Survey Results - Public Room Customer Satisfaction

1. Based on your recent experience, how satisfied are you with the Bureau of Land Management Public Room? (Note: This section of the results calculation will be divided into four segments -- visits, telephone contacts, written contacts, and overall results.)

For those who visited a BLM office:

- Ability to get to right person quickly

Rating						Percentage of Rating Total							
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
32	18	15	19	7	24	115	28	16	13	17	6	21	101

- Attitude of personnel who assisted you

Rating						Percentage of Rating Total							
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	Total
36	22	16	6	6	29	115	31	19	14	5	5	25	99

- Time required to provide solution

Rating						Percentage of Rating Total							
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
41	16	11	19	11	17	115	36	14	10	17	10	15	102

BUREAU OF LAND MANAGEMENT
Survey Results - Public Room Customer Satisfaction

• Overall satisfaction with support received

		Rating					Percentage of Rating Total						
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
48	15	13	12	20	7	115	42	13	11	10	17	6	99

For those who telephoned a BLM office:

• Ability to get to right person quickly

		Rating					Percentage of Rating Total						
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
4	2	1	1	2	0	10	40	20	10	10	20	0	100

• Attitude of personnel who assisted you

		Rating					Percentage of Rating Total						
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
5	1	0	2	1	1	10	50	10	0	20	10	10	100

• Time required to provide solution

		Rating					Percentage of Rating Total						
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
3	3	1	1	2	0	10	30	30	10	10	20	0	100

**BUREAU OF LAND MANAGEMENT
Survey Results - Public Room Customer Satisfaction**

• Overall satisfaction with support received

Percentage of Rating Total												
Rating												
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Very Dissatis	Unknown	TOTAL
7	2	0	1	0	0	10	70	20	0	0	0	100

For those who wrote a BLM office:

• Ability to get to right person quickly

Percentage of Rating Total												
Rating												
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Very Dissatis	Unknown	TOTAL
4	3	1	2	4	6	20	20	15	5	20	30	100

• Attitude of personnel who assisted you

Percentage of Rating Total												
Rating												
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Very Dissatis	Unknown	TOTAL
5	4	2	1	3	5	20	25	20	10	15	25	100

• Time required to provide solution

Percentage of Rating Total												
Rating												
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Very Dissatis	Unknown	TOTAL
6	3	3	3	4	1	20	30	15	15	20	5	100

BUREAU OF LAND MANAGEMENT
Survey Results - Public Room Customer Satisfaction

• Overall satisfaction with support received													
Rating						Percentage of Rating Total							
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
8	6	3	2	1	0	20	40	30	15	10	5	0	100
Calculation for total of overall visits, telephone and written contacts: • Ability to get to right person quickly													
Rating						Percentage of Rating Total							
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
40	23	12	22	13	30	145	28	16	12	15	5	21	101
• Attitude of personnel who assisted you													
Rating						Percentage of Rating Total							
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
46	27	18	9	10	35	145	32	19	12	6	7	24	100
• Time required to provide solution													
Rating						Percentage of Rating Total							
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
50	22	15	23	17	18	145	34	15	10	16	12	12	99

BUREAU OF LAND MANAGEMENT
Survey Results - Public Room Customer Satisfaction

Overall satisfaction with support received													
Rating					Percentage of Rating Total								
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
63	23	16	15	21	7	145	43	16	11	10	14	5	99

Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
-----------------	---------------------	-------------------------	---------------------	-----------------	-----------------------

2. In your most recent contact with the BLM public room, did you:

Visit a BLM office.	115	145	79.31		
Telephone a BLM office.	10	145	6.90		
Write to a BLM office.	20	145	13.79		

3. How long ago did you make this contact with the BLM public room?

Less than three months.	58	145	40.00		
More than three months, less than six months.	22	145	15.17		
Six months or longer.	10	145	6.90		

BUREAU OF LAND MANAGEMENT
Survey Results - Public Room Customer Satisfaction

Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
4. If you visited a BLM office, how quickly did you receive public room assistance?					
Immediately.	38	115	33.04		
I had to wait for an employee to assist me.	15	115	13.04		
I needed assistance, but did not receive any.	10	115	8.70		
I did not need assistance.	28	115	24.35		
I did not visit a BLM public room.	9	115	7.83		
6. If you telephoned a BLM public room, how quickly did you receive the information you requested:					
Within one week of request.	3	10	30.00		
Within two weeks of request.	2	10	20.00		
Within three weeks of request.	1	10	10.00		
Longer than three weeks of request.	1	10	10.00		
Did not receive the requested information.	3	10	30.00		
I received the requested information at the time of my phone call.	2	10	20.00		
I did not telephone a BLM public room.	12	10	120.00		

BUREAU OF LAND MANAGEMENT
Survey Results - Public Room Customer Satisfaction

Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
7. If you wrote to a BLM office, how quickly did we respond:					
Within one week of request.	8	20	40.00		
Within two weeks of request.	6	20	30.00		
Within three weeks of request.	2	20	10.00		
Longer than three weeks of request.	2	20	10.00		
My inquiry was not answered.	1	20	5.00		
I did not write to a BLM office.	1	20	5.00		
8. The assistance in using BLM records and computers provided by the public room staff was:					
Very helpful.	32	115	27.83	145	22.07
Somewhat helpful.	12	115	10.43	145	8.28
Neither helpful nor not helpful.	5	115	4.35	145	3.45
Not helpful.	15	115	13.04	145	10.34
No attempt to help was made.	5	115	4.35	145	3.45
Did not need or request assistance.	26	115	22.61	145	17.93
Don't know.	5	115	4.35	145	3.45

BUREAU OF LAND MANAGEMENT
Survey Results - Public Room Customer Satisfaction

Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
9. Have your requests for copies of BLM documents been received in the timeframe promised?	Yes.	78	67.83	115	67.83
	No.	32	27.83	115	27.83
	Did not request copies.	9	7.83	115	7.83
10. BLM records in the public room are:	Generally up to date.	49	42.61	115	42.61
	Sometimes up to date.	17	14.78	115	14.78
	Rarely up to date.	4	3.48	115	3.48
	Adequate for my needs.	12	10.43	115	10.43
	Don't know.	18	15.65	115	15.65
11. BLM records located in the public room, which you need to research, are:	Easy to find.	68	59.13	115	59.13
	Sometimes easy to find.	28	24.35	115	24.35
	Difficult to find.	13	11.30	115	11.30
	Don't know.	21	18.26	115	18.26

BUREAU OF LAND MANAGEMENT
 Survey Results - Public Room Customer Satisfaction

Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
12. If you had a question about your BLM account, did the answer you receive meet your needs?					
Yes.	87	145	60.00		
No.	6	145	4.14		
I had no questions about accounts.	37	145	25.52		

Request for OMB Review

Important

Read instructions on the accompanying form. Do not use the same SF 83 request both an Executive Order 12291 review and approval under the Paperwork Reduction Act.

Send three copies of this form, the material to be reviewed, and for paperwork—three copies of the supporting statement, to:

Answer all questions in Part I. If this request is for review under E.O. 12291, complete Part II and sign the regulatory certification. If this request is for approval under the Paperwork Reduction Act and 5 CFR 201.60, complete Part III and sign the paperwork certification.

Office of Information and Regulatory Affairs
Office of Management and Budget
Attention: Docket Library, Room 3201
Washington, DC 20503

PART I.—Complete This Part for All Requests.

Department, agency and Bureau, office originating request

2. Agency code

Department of Interior
Bureau of Land Management

1 0 0 4

Name of person with whom best answer questions regarding this request

Telephone number

Wendy Spencer

(303) 236-6642

Title or information collection or rulemaking

Survey - Public Room Customer Satisfaction

Legal authority for information collection or rule (cite United States Code, Public Law, or Executive Order)

USC or EO 12637

Affected public (check all that apply)

- 5 Federal agencies or employees
- 6 Non-profit institutions
- 7 Small businesses or organizations

Individuals or households

3 Farms

State or local governments

4 Businesses or other for-profit

PART II.—Complete This Part Only if the Request is for OMB Review Under Executive Order 12291

Regulation Identifier Number (RIN)

or None assigned

Type of submission (check one in each category)

Type of review requested

- | | | |
|------------------------------------|---|--|
| Classification | Stage of development | |
| <input type="checkbox"/> Major | 1 <input type="checkbox"/> Proposed or draft | 1 <input type="checkbox"/> Standard |
| <input type="checkbox"/> Non-major | 2 <input type="checkbox"/> Final or inter-final, with prior proposal | 2 <input type="checkbox"/> Pending |
| | 3 <input type="checkbox"/> Final or inter-final, without prior proposal | 3 <input type="checkbox"/> Emergency |
| | | 4 <input type="checkbox"/> Statutory or similar deadline |

OMB approval required

1. Yes No

2. If "Yes," specify the type of review requested (Standard, Pending, Emergency, or Statutory or similar deadline)

3. If "Yes," specify the date by which the review must be completed (month and year) _____

4. If "Yes," specify the date by which the review must be completed (month and year) _____

Regulatory Certification for Regulatory Submissions

I, the undersigned, as the official authorized to represent the agency, certify that the requirements of E.O. 12291 and any applicable provisions of the Paperwork Reduction Act have been met.

Signature of program official

Date

Signature of authorized regulatory contact

Date

PART III.—Complete This Part Only if the Request is for Approval of a Collection of Information Under the Paperwork Reduction Act and 5 CFR 1320.

13. Abstract—Paper needed, uses and other info public in 50 words or less. **"Quality Assurance" "Public Opinion Poll"**

Baseline information on BLM public room/reception area customer satisfaction is needed to determine the effective productivity improvements necessary to meet specific total quality management goals. BLM will use the information to improve assistance, timeliness, and information needs of the public.

14. Type of information collection (check only one)

Information collections not contained in rules

1 Regular submission

2 Emergency submission (certification attached)

Information collections contained in rules

3 Existing regulation (no change proposed)

6 Final or interim final without prior NPRM

7 Expiration of expiration date of a rule

4 Addition of proposed rulemaking (NPRM)

A Regulatory submission

8 Extension of expiration date of a rule

5 Final NPRM was previously published

B Emergency collection of general information

9 Other (specify)

15. Type of review requested (check only one)

1 New collection

4 Revision of a previously approved collection that has expired

2 Revision of a currently approved collection

3 Extension of the expiration date of a currently approved collection without any change in the substance or in the method of collection

5 Existing collection in use without an OMB control number

16. Agency report form number(s) (include standard, optional form number(s))

1120-8

22. Purpose of information collection (check as many as apply)

1 Application for benefits

2 Program evaluation

3 General purpose statistics

4 Regulatory or compliance

5 Program planning or management

6 Research

7 Audit

17. Annual reporting or disclosure burden

1 Number of respondents	400
2 Number of responses per respondent	1
3 Total annual responses (line 1 times line 2)	400
4 Hours per response	.08
5 Total hours (line 3 times line 4)	32

23. Frequency of recordkeeping or reporting (check all that apply)

1 Recordkeeping

Reporting

2 On occasion

3 Weekly

4 Monthly

5 Quarterly

6 Semi-annually

7 Annually

8 Biennially

9 Other (describe)

18. Annual recordkeeping burden

1 Number of recordkeepers	
2 Annual hours per recordkeeper	
3 Total recordkeeping hours (line 1 times line 2)	
4 Recordkeeping retention period	years

19. Total annual burden

1 Requested (line 17-5 plus line 18-3)	32
2 In current OMB inventory	0
3 Difference (line 1 less line 2)	32
Explanation of difference	
4 Program change	+32
5 Adjustment	

20. Current (most recent) OMB control number or comment number

None

24. Respondents' obligation to comply (check the strongest obligation that applies)

1 Voluntary

2 Required to obtain or retain a benefit

3 Mandatory

21. Requested expiration date

three years from the date of approval

25. Are the respondents primarily educational agencies or institutions or is the primary purpose of the collection related to Federal education programs? Yes No

26. Does the agency use sampling to select respondents or does the agency recommend or prescribe the use of sampling or statistical analysis by respondents? Yes No

27. Regulatory authority for the information collection

CFR _____ ; or FR _____ ; or Other (specify) _____

Paperwork Certification

I, the undersigned, submitting this request for OMB approval, the agency head, the senior official or an authorized representative, certifies that the requirements of 5 CFR 1320, the Paperwork Reduction Act, statistical standards or directives, and any other applicable information policy directives have been complied with.

Signature of program official

Date

Assistant Director, Support Services

Bureau ICCO

Signature of agency head, the senior official or an authorized representative

LETTERHEAD

Memorandum

To: Chief, Directives and Regulatory Management, PMI

Through: Assistant Director, Support Services

From: Chief, Division of Information Resources Management

Subject: Approval of Information Collection Burden Hours Not Included in the Current ICB

Enclosed is a package for approval of burden hours not included in the current ICB. The information requested in this collection involves the responses from members of the public about the degree of satisfaction with BLM public room services and products.

The need for this information collection evolved because attaining a high level of customer satisfaction is a primary building block in productivity improvement, an activity mandated by Executive Order 12637 dated April 27, 1988. Measuring satisfaction will help determine where productivity efforts should best be directed. BLM public room customers are one of this agency's most frequent visitors to field offices, and one of the highest users of public room records and information; thus determining the satisfaction level of these customers with BLM public rooms will be valuable information to facilitate achievement of productivity goals.

The scope of the information collection is limited. The instrument is a survey to be administered yearly for an entire week to all members of the public who contact BLM public rooms. This instrument will be tested in two Bureau field offices, and revised if necessary. Estimated burden hours will also be updated if the actual figures are significantly different from those stated. No Privacy Act information will be collected, and only aggregates of the information will be used for analysis.

Computations collected from the surveys will be used to determine overall the satisfaction level with specific BLM public rooms, and the areas needing improvement. The information can be used to plan additional training, modify staffing, or adjust procedures. The consequences on not collecting this information include:

- No information will exist about the level of satisfaction of a significant agency customer base.
- The agency will be unable to meet productivity goals.
- The requirements of Executive Order 12637 will not be satisfied.

Public interest will be served by collecting this information, since feedback by the direct public will enable BLM to more effectively serve this particular client base.

If you have questions about this information collection request, please contact Gerri Jenkins at 653-6105.

Public Room Customer Satisfaction Survey
Supporting Statement

A. Justification

1. By Executive Order 12637 of April 27, 1988, The President of the United States established a comprehensive program to improve productivity throughout all Executive departments and agencies. The goal of this program is to improve the quality, timeliness, and efficiency of services provided by the Federal Government, and to achieve an annual average productivity increase of three percent. This information is being collected in order to accurately determine a baseline of efficiency from which additional productivity can be achieved and documented.

2. Information will be collected by means of a questionnaire (BLM form no. 1120-8) administered to members of the public who write, telephone, or visit BLM State Offices, New Mexico or Montana. The information collection will be limited to one week annually. Respondents may mail or return the questionnaire in person to the Bureau for tallying. This questionnaire is strictly voluntary, with no demographic or personal identifiers included. The purpose of this instrument is to collect information to determine a baseline of customer satisfaction. The information will be used to compare against specific productivity goals and to assess where additional service improvements are needed.

Members of the public contact public rooms either in person, or by writing or telephoning. Information is needed about the method of contact and the overall efficiency of service provided by BLM. Other services provided by the public room include providing photocopies, general assistance, records research, and deposit accounts information for members of the public. Questions have been designed to measure these specific areas. Also are two questions designed to measure overall level of satisfaction and areas needing improvement. Without information included in this questionnaire, productivity goals cannot be met, nor can areas needing improvement be ascertained. Consequences of not collecting this information include:

- No information would exist about the level of satisfaction of a significant agency customer base.
- The agency will be unable to meet productivity goals.
- The requirements of Executive Order 12637 will not be satisfied.

3. Information collected includes the general satisfaction of customers with the service and efficiency of the Bureau public room. Responses submitted on form 1120-8 will be tallied and placed in a specific report format.

4. No similar information pertaining to the satisfaction of Bureau customers is available.

5. No information is available which can be used in lieu of the information to be collected.

6. Information is collected from a variety of customers, which may include small businesses or the general public. Excluding responses from the overall customer base is impractical.

7. Initially, this information collection will be used as a prototype to test the survey instrument. Annual collection will provide information for possible budget adjustments, performance reviews, and management planning. Collecting this information less than annually would prevent the early detection of areas needing productivity improvement.

8. This information being collected is consistent with guidelines in 5 CFR 1320.6.

9. Department of Interior - Janet Bishop (FTS 268-2825) provided review coordination by cooperative agreement with Xerox Corporation. No public review or comment was solicited. However, this information will be published in the Federal Register and comments from the public, if any, will be considered.

10. No Privacy Act information will be collected.

11. No questions of a sensitive nature will be asked.

12. Total cost to the Federal Government of preparing, photocopying, mailing, and tallying the questionnaire is estimated at \$4324.00 (or approximately \$10.81 per response). This figure includes:

Questionnaire preparation - \$4,000 (100 hours @ \$40.00 per hour)
Photocopying - \$80.00 (400 X 4 pages @ \$.05)
Mailing - \$29.00 (100 @ \$.29)
- Note: approximately 100 of the questionnaires will be mailed
Return postage paid - \$35.00 (100 @ \$.35)
Tallying responses - \$200.00 (10 hours @ \$20.00 per hour).

Cost to respondents is estimated to be \$1.60 each, or a total of \$640, based on \$20.00 per hour for time spent reading instructions, answering questions and returning the questionnaire. These figures have been estimated, based on costs for other similar collection efforts.

Because this information collection is new, these figures are estimated as accurately as possible. Figures will be updated as the need arises.

13. It will take an average of five minutes (.08 hours) for an applicant to supply the requested information. This includes the time needed to read and understand instructions, and to complete the questionnaire. The questionnaire does not require the respondent to collect or maintain data, but seeks an opinion on the quality of service provided by the BLM public room. Estimated completion time for the average response time was based on completion of the questionnaire by BLM employees. The questionnaire will be administered yearly, for an entire week, in two BLM State Offices. Approximately 400 questionnaires are expected to be returned to BLM.

If this request is approved for collection, the current inventory will be increased by thirty-two burden hours. The burden hours were not included in the current ICB as this is a new information collection. The annual burden is calculated as follows:

	400	estimated respondents
X	<u>.08</u>	estimated completion time
	32	estimated burden hours

14. Since this is a new information collection there are -0- burden hours in the current inventory, but the inventory is expected to be increased by the thirty-two burden hours being requested.

15. Not applicable.

B. Collection of Information Employing Statistical Methods

This section is not applicable. Statistical methods are not employed.

BUREAU OF LAND MANAGEMENT**Survey - Public Room Customer Satisfaction**

Dear Public Room Customer:

As a part of the Bureau of Land Management's total quality management efforts, we are conducting a survey of public room customers to obtain feedback about the quality of service and areas where improvements are needed most.

Our records show you recently contacted a BLM public room. Your responses to the enclosed questions will help us to better meet your needs.

Please take a few minutes to complete the attached questionnaire, fold it with the address on the outside, and staple or tape the pages closed. You may drop it in a mailbox; no postage is required.

Thank you for your help.

State Director

PAPERWORK REDUCTION STATEMENT

This information is being collected to provide information to the Bureau of Land Management regarding public reception/information services, and will be used to evaluate and improve these services to members of the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. No Privacy Act information is being collected.

ESTIMATED BURDEN STATEMENT

Public reporting burden for this form is estimated to average five minutes per response, including the time for reviewing instructions, gathering and maintaining data, and completing and reviewing the form. Direct comments regarding the burden estimate or any other aspect of this form to the Bureau Information Collection Clearance Officer, Bureau of Land Management, 1849 C Street NW, Washington, D. C. 20240; and the Office of Management and Budget, Paperwork Reduction Project, OMB # [to be assigned], Washington D. C. 20503 (202) 395-7340.

BUREAU OF LAND MANAGEMENT

Survey - Public Room Customer Satisfaction

Please check one answer per question. If the question is not applicable to your situation, go to the next question.

1. Based on your recent experience, how satisfied are you with the Bureau of Land Management Public Room?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Dissatisfied	Unknown
• Ability to get to right person quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Attitude of personnel who assisted you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Time required to provide solution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Overall satisfaction with support received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. In your most recent contact with the BLM public room, did you:

- Visit a BLM office.
- Telephone a BLM office.
- Write to a BLM office.

3. How long ago did you make this contact with the BLM Public Room?

- Less than three months.
- More than three months, less than six months.
- Six months or longer.

4. If you visited a BLM Public Room, how quickly did you receive public room assistance?

- Immediately.
- I had to wait for an employee to assist me.
- I needed assistance, but did not receive any.
- I did not need assistance.
- I did not visit a BLM Public Room.

5. If you visited a BLM Public Room, what is your level of expectation regarding the time frame within which you should receive service?

6. If you telephoned a BLM Public Room, how quickly did you receive the information you requested?

- Within one week of request.
- Within two weeks of request.
- Within three weeks of request.
- Longer than three weeks of request.
- Did not receive requested information.
- I received the requested information at the time of my telephone call.
- I did not telephone a BLM Public Room.

7. If you wrote to a BLM office, how quickly did we respond?

- Within one week of request.
- Within two weeks of request.
- Within three weeks of request.
- Longer than three weeks of request.
- My inquiry was not answered.
- I did not write to a BLM office.

8. The assistance in using BLM records and computers provided by the public room staff was:

- Very helpful.
- Somewhat helpful.
- Neither helpful nor not helpful.
- Not helpful.
- No attempt to help was made.
- Did not need or request assistance.
- Don't know.

9. Have your requests for copies of BLM documents been received in the timeframe promised?

- Yes.
- No.
- Did not request copies.

10. BLM records in the public room are:

- Generally up to date.
- Sometimes up to date.
- Rarely up to date.
- Adequate for my needs.
- Don't know.

11. BLM records located in the public room, which you need to research, are:

- Easy to find.
- Sometimes easy to find.
- Difficult to find.
- Don't know.

12. If you had a question about your BLM account, did the answer you received meet your needs?

- Yes.
- No.
- I had no questions about accounts.

13. What specific things can we do to increase your satisfaction with our BLM Public Room? Thank you for your help!

Executive Order 12637 of April 27, 1988

Productivity Improvement Program for the Federal Government

By virtue of the authority vested in me as President by the Constitution and laws of the United States of America, including the Budget and Accounting Act of 1921, as amended, and in order to further improve a comprehensive program for the improvement of productivity throughout all Executive departments and agencies, it is hereby ordered as follows:

Section 1. There is hereby established a government-wide program to improve the quality, timeliness, and efficiency of services provided by the Federal Government. The goal of the program shall be to improve the quality and timeliness of service to the public and to achieve an annual average productivity increase of 3 percent in appropriate functions. Each Executive department and agency will gradually include appropriate functions in the Productivity Improvement Program, so that by 1991 all appropriate functions are covered.

Sec. 2. As used in this Order, the term:

- (a) "Productivity" means the efficiency with which resources are used to produce a government service or product at specified levels of quality and timeliness;
- (b) "Appropriate functions" means those agency program functions that produce measurable outputs in the form of services to the public;
- (c) "Public" means a customer outside the organization, such as citizens, businesses, State and local governments, other countries and/or their citizens, other agencies, the military;
- (d) "Outputs" means products or services delivered to the public;
- (e) "Measurement system" means both the specific measures used to determine whether standards of quality, timeliness, and efficiency of services are being met, and the procedures for the collection and reporting of data resulting from application of productivity measures;
- (f) "Organizational performance standard" means a statement that quantifies and describes the desired level of quality, timeliness, and efficiency of services to be provided by an organization;
- (g) "Management review" means the review by the Director of the Office of Management and Budget, as part of the budget process of agency accomplishments and plans for management and productivity improvements.

Sec. 3. The head of each Executive department and agency shall:

- (a) Develop a complete inventory of all appropriate functions to be included in the productivity program, use the agency's planning process to review current functions, and develop agency goals and objectives for improvement in services to the public.
- (b) Develop and submit annually to the Office of Management and Budget a productivity plan. Each plan shall conform to the policy guidance issued by

the Director of the Office of Management and Budget, pursuant to Section 5 of this Order, and shall:

- (1) set forth the agency's productivity goals and objectives;
 - (2) target priorities for the year and expand coverage each subsequent year to additional appropriate functions, with the objective of complete coverage of all appropriate functions by 1991;
 - (3) describe the proposed actions designed to make the agency's operations and delivery of services more efficient and responsive;
 - (4) describe the methods, including efficiency reviews and cost comparisons with the private sector, that the agency will use either to improve its own service, or to make use of commercial services available in the private sector when it is economical to do so; and
 - (5) describe the measurement systems to be used by the agency to gauge quality, timeliness, and efficiency.
- (c) Implement the productivity program after the Management review by the Director of the Office of Management and Budget as provided in Section 6.
- (d) Assess annually the agency's progress toward achieving objectives and priorities, including documented gains and cost savings. This assessment will form the basis of the agency's report to the President as required by Section 4.
- (e) Designate a senior official responsible for guiding the agency's productivity improvement program.
- (f) Inform agency managers and employees that they are expected to be responsible for improvements in the quality, timeliness, and efficiency of services.
- (g) Include productivity and quality improvement goals in the performance appraisals of managers and supervisors.
- (h) Encourage employee participation in the productivity program through employee training, employee involvement in work-related decisions, incentives, recognition, and rewards and by taking actions to minimize negative impacts on employees that may occur as a result of the productivity program.

Sec. 4. The head of each Executive department and agency shall report annually to the President through the Domestic Policy Council on accomplishments achieved under the plan. The annual report will form the basis of the Management Report to the Congress.

Sec. 5. The Director of the Office of Management and Budget is authorized to:

- (a) Develop and promulgate goals, policies, principles, standards, and guidelines for the effective administration of this Order by Executive departments and agencies; and
- (b) Identify and propose the elimination of statutory and regulatory barriers that inhibit opportunities to make improvements in productivity.

EO 12637

Title 3—The President

Sec. 6. The Director shall review, through the management review process, each agency's productivity plan based upon the requirements and guidance issued pursuant to Section 5 of this Order. Nothing in this Section shall be construed as displacing agency responsibilities delegated by law.

Sec. 7. The Director of the Office of Management and Budget shall submit to the Congress, in conjunction with the President's budget, a report on productivity plans and accomplishments of the agencies and the government as a whole.

Sec. 8. The Director of the Office of Personnel Management shall:

- (a) Review Federal personnel policies and programs and make or recommend such changes as are appropriate to support productivity improvement;
- (b) Review incentive policies and programs for Federal employees and make or recommend such changes as are appropriate to increase the productivity of the Federal Government;
- (c) Develop and implement training programs for Federal employees in support of productivity improvements;
- (d) Review policies and programs for Federal employees who may be displaced by productivity improvements and make or recommend such changes as are appropriate to ensure that such policies and programs will minimize any adverse impact on Federal employees.

Sec. 9. Executive Order No. 12552 of February 25, 1986, is hereby superseded.

RONALD REAGAN

THE WHITE HOUSE,

April 27, 1988.

Executive Order 12638 of April 28, 1988

Delegation of Functions Relating to the Implementation of the Inter-American Convention on Letters Rogatory and Additional Protocol

On October 9, 1986, the Senate gave its advice and consent to ratification of the Inter-American Convention on Letters Rogatory and Additional Protocol. The instrument of ratification was signed by the President on November 10, 1986. The Convention and Additional Protocol require that contracting states designate central authorities to give effect to the Convention's provisions.

In order that the Government of the United States of America may give full and complete effect to the Convention and Additional Protocol, it is expedient and necessary that the Department of Justice perform certain functions.

[4310-84]

DEPARTMENT OF THE INTERIOR

Bureau of Land Management

[YA-324-4550-241A]

Information Collection Submitted to the Office of Management and Budget for
Review Under the Paperwork Reduction Act

The proposal for the collection of information listed below has been submitted to the Office of Management and Budget for approval under the provisions of the Paperwork Reduction Act (44 U.S.C. Chapter 35). Copies of the proposed collection of information and related forms may be obtained by contacting the Bureau's Clearance Officer at the phone number listed below. Comments and suggestions on the proposal should be made directly to the Bureau Clearance Officer and to the Office of Management and Budget, Paperwork Reduction Project (not yet assigned), Washington, DC 20503, telephone 202-395-7340.

Title: Survey - Public Room Customer Satisfaction

OMB approval number: (Not yet assigned)

Abstract: Respondents provide information on the quality of Bureau public room/reception area service received, either by telephone, in writing, or in person. This information allows the Bureau to determine if changes to service are necessary to improve assistance, timeliness, or better meet information needs of members of the public.

Bureau form number: 1120-8

Frequency: Annually

Description of respondents: Individuals, or organizations using BLM public rooms/reception areas, or any other means of inquiries from the public to acquire information or assistance from BLM.

Estimated completion time: Five minutes.

Annual responses: 400

Annual burden hours: 32

Bureau Clearance Officer (Alternate): Gerri Jenkins 202-653-6105

Date

Assistant Director, Support Services

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